



Job Description

Title of Position: Volunteer Engagement Coordinator
Reports to: Program Director
Salary/Exempt Status: Annual Salary \$33,150; Non-Exempt
Hours/Schedule: Full time (37.5 hours a week); Primarily remote workplace

Summary of Position: Develop and implement outreach strategies to recruit new volunteers for Greater Cleveland Volunteers programs and nonprofit partner agencies. Manage the intake and referral process of new volunteers and current volunteers seeking additional or new assignments.

Key Duties Include:

Volunteer Recruitment (50%):

- Research and identify volunteer recruitment opportunities to share information about Greater Cleveland Volunteers and its programs, with an emphasis on engaging adults age 50+ as volunteers. Implement recommended outreach strategies from our marketing consultants.
- Work with Communications Manager to create volunteer recruitment campaigns.
- Arrange and conduct speaking engagements, attend outreach and volunteer recruitment events (expectation is to be in community 50% of recruitment time)
- Maintain database of recruitment activities and success of each event.

Volunteer Intake and Referral (50%):

- Handle inquiries from individuals wanting more information about volunteering. Screen all interested individuals for appropriate programs/opportunities. If they are a candidate for one of GCV's programs, connect them to the appropriate staff person. If they are interested in serving at one of our partner agencies, refer them to these opportunities and follow up.
- Respond to all volunteer inquiries within 48 hours. Keep records of all communication with interested volunteers and referrals. Follow up to determine if volunteers have started serving.
- Encourage newly enrolled volunteers or unplaced volunteers to attend one of our informational sessions/connection events; schedule and present at them.
- Assist any current GCV volunteers that express interest in adding another opportunity or changing their volunteer activities. Make referrals as needed.
- Follow up with volunteers that do not currently have a placement to try to get them started.
- Create and send monthly emails for ongoing and event volunteer opportunities to currently enrolled volunteers.
- Keep up to date on current volunteer needs in GCV programs and at partner agencies, utilizing GCV's volunteer database system.

Additional Duties Include:

- Assist with major Greater Cleveland Volunteers events, such as Annual Volunteer Recognition event, Pickle Fest, other fundraising or outreach events.

Qualifications:

- Required: College degree or equivalent education, training and experience in addition to minimum two years of experience in customer service, sales or relationship management with strong ability to follow up on previous contacts; excellent verbal and written communication skills including public speaking and developing rapport with others; ability to work well with diverse populations;

ability to keep large quantities of information organized; proficiency in Microsoft Office software; valid driver's license and automobile insurance and access to an automobile during working hours; ability to lift and transport materials to and from events; ability to work some evenings and weekends.

- Preferred: Familiarity with the Cleveland area and knowledge of the nonprofit sector; experience working with volunteers; experience working independently in a hybrid/remote work environment; experience using volunteer management database and video conferencing software.

Interested candidates should send a cover letter and resume to:

Kirsten Frei-Herrmann, Program Director – contact@greaterclevelandvolunteers.org

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