



## Volunteer Coordinator

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### **Job Summary**

Under the supervision of the Chief Mission Officer, the Volunteer Coordinator is responsible for leading and managing all volunteer efforts for the Chapter including volunteer recruitment, training, retention, and recognition. The Volunteer Coordinator is a key contributor to the mission by mobilizing, leading, and supporting volunteer activity. This position works closely with a network of volunteers across the 8 counties in the chapter to grant high-quality, life-changing wishes by engaging local wish communities to their fullest potential. The Volunteer Coordinator will also lead the Make-A-Wish Hudson Valley internship program.

### **The Successful Candidate**

The ideal candidate will understand the significance and need for volunteers within the Foundation and the various capacities in which they support our mission. The candidate will possess excellent customer service, relationship-building and organizational skills, experience in executing comprehensive programs, and knowledge of Salesforce and CERVIS preferred. Outstanding communication and interpersonal skills are essential. A strong work ethic combined with honesty and integrity is an absolute requirement, as is a dedication to the mission of Make-A-Wish. A collaborative style will result in a strong inter-departmental and Chapter structure, ensuring success for all. The successful candidate will be someone who enjoys a strong team environment and working with children and families.

### **Position Description:**

- Coordinate volunteer activities including orientation, training, and performance evaluation.
- Ensure a strong and adequate volunteer base throughout the entire Hudson Valley region so that the chapter can fulfill the mission of granting every eligible wish.
- Maintain an accurate application and screening process for all volunteers that complies with National Performance Standards,
- Coordinate volunteer communications, including weekly communication pieces - Wishes Available and Week-In-Review
- Coordinate stewardship and engagement of volunteers.
  - Maintain regular contact with all volunteers to foster loyalty to our mission and to ensure volunteers feel valued by the chapter.
- Serve as chapter administrator for internal training for volunteers.
- Respond to volunteer program inquiries from the public in a timely manner.
- Develop, and review yearly, the volunteer plan and manual.



- Actively recruit volunteers by networking with the local community and businesses, attending volunteer fairs or other special events and managing our online presence on various recruitment websites.
- Engagement of community corporate organizations to provide volunteer services as needed.
- Responsible for filling all volunteer needs/activities for the chapter.
- Plan and execute Volunteer Summit bi-annually, including volunteer appreciation and continuing education.
- Prepare volunteer reports for chapter leadership as needed.
- Operates within the Make-A-Wish Foundation's standards, policies, guidelines, and procedures.
- Perform other duties as required.

### **Knowledge, Skills, and Abilities Requirements**

As with all members of Make-A-Wish Hudson Valley staff, the Volunteer Coordinator must believe in the mission and vision of Make-A-Wish. They must model integrity, work to inspire colleagues and contacts, and strive to build a solid base of dedicated volunteers. In addition, the Volunteer Coordinator should have:

- Bachelor's degree or higher required from four-year college or university.
- 1+ year non-profit similar experience in a professional setting (experience managing volunteers preferred).
- High proficiency in Microsoft Office required; experience with Salesforce strongly preferred/Ability to learn and use Salesforce and CERVIS proficiently.
- Must thrive in a collaborative, team-oriented environment.
- Creative thinker and self-starter
- Strong leadership skills to motivate and inspire a diverse group of volunteers.
- Strong public speaking skills
- Excellent time management and multitasking skills and prioritizing tasks effectively
- Strong attention to detail and deadlines
- Ability to work independently or part of a team.
- Ability to handle pressure situations calmly.
- Excellent written, oral, interpersonal communication and customer service skills essential
- Must have reliable transportation and be willing to work evening and weekend hours as needed to support events across our region.
- Bilingual in English/Spanish; preferred.
- Must pass background check.



The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Make-A-Wish Hudson Valley is currently operating in a hybrid work environment.

**Compensation and Benefits:**

**Compensation:** \$40,000 - \$45,000 Annual Salary

**Benefits:** Full-time employees may participate in a comprehensive benefits program that includes:

- Comprehensive health plan
- Paid time-off
- Life, dental and vision insurance
- Short-term and long-term disability
- Retirement plan options with match

**Interested applicants should email cover letter, resume and salary range requirement with Volunteer Coordinator in subject line to: [ddamico@hudson.wish.org](mailto:ddamico@hudson.wish.org)**