

Volunteer Coordinator

*Memphis, TN * Program Services Department * Full-Time * Non-Exempt*

At Make-A-Wish Mid-South, we are more than a great place to work – our work is life-changing. Together, we create life-changing wishes for children with critical illnesses. We have been doing this for over 40 years, and together, with our volunteers, donors, staff and supporters, Make-A-Wish Mid-South has granted more than 7,500 life-changing wishes and transformed countless lives.

GENERAL SUMMARY

The Volunteer Coordinator is responsible for the coordination and management of the chapter's volunteer program, including recruitment, onboarding, training, placement, engagement and recognition. This position works closely with volunteers, staff, and community partners to ensure a strong and diverse volunteer base that supports the delivery of high-quality wish experiences for children and their families.

THE ROLE

As a Volunteer Coordinator, you will be responsible:

- **Recruitment and Selection:** coordinating, organizing and managing the recruitment process, including evaluating applications, collecting paperwork, performing background checks, and matching volunteers to roles that suit their skills and interests. This includes wish-granting, event and airport greeter volunteers.
- **Training and Support:** Provide orientation, role-specific training, and ongoing support to new and existing volunteers, ensuring they understand organizational policies, procedures, and best practices. Coordinators may also assign mentors or provide direct guidance to help volunteers succeed.
- **Volunteer Management:** Supervise volunteers, monitor performance, and provide feedback. Maintain volunteer records, manage schedules, and ensure volunteers are effectively integrated into volunteer roles.
- **Strategic Planning:** Develop and implement volunteer strategies aligned with organizational goals, on a yearly basis.
- **Communication and Engagement:** Work to build strong relationships with volunteers to ensure a positive and impactful wish experience for wish families, donors and other volunteers. Maintain regular communication with volunteers, providing updates and feedback and documenting these interactions in Salesforce.
- **Collaboration:** Work closely with staff, team leaders, and other departments to identify volunteer needs, allocate resources, and ensure volunteers contribute effectively to organizational objectives. Work to coordinate corporate volunteer opportunities (as needed) and fill volunteer roles for internal and external events.

REQUIRED SKILLS & CORE COMPETENCIES

- Education and experience:
 - Bachelor's degree from a four-year college or university.
 - Minimum of 3 years project management, special events or volunteer management.
- Data management and computer literacy:
 - Proficient in Salesforce and data management preferred.
 - Proficient in Microsoft Office suite of programs.
- Managing people:
 - People management – The ability to engage, recruit and support volunteers in a systematic and intentional manner to meet the organization's strategic objectives.
 - Communications and interpersonal skills – The ability to relate with different people in diverse communities and organizations.
 - Team Player – The ability to support multiple departments and team members with a positive attitude and enthusiasm.
- Managing programs, projects and priorities:
 - Organization and detailed oriented – The ability to track and organize multiple programs and projects while maintaining the files needed for compliance purposes.
 - Time management – The ability to complete tasks in an accurate and timely manner, including prioritizing multiple tasks and duties effectively and efficiently.
 - Analytical thinking and problem solving – The ability to gather information and data and use the data to meet the goals for the organization.
 - Strong written and verbal communication.
- Other:
 - Ability to travel regionally as required.
 - Demonstrate commitment to the mission.
 - Bilingual – in Spanish – preferred.

WHAT WE OFFER

- Competitive salary
- Paid time off:
 - Vacation – 12 days per year, increasing with tenure;
 - Personal Leave – 12 days per year; and
 - Holiday – 12 days per year.
- Flexible work schedule.
- Comprehensive benefit package that is paid for by the chapter, including medical, dental, vision, disability and life insurance.
- 401k Retirement Savings Plan, including a match after completion of six months of service.
- Employee Awards and Recognition Programs.

HOW TO APPLY

To apply, please send a cover letter, resume and salary requirements to administration@midsouth.wish.org. Applications without a cover letter will not be considered.

Make-A-Wish Mid-South is an Equal Opportunity Employer and does not discriminate on the basis of race, ancestry, national origin, color, religion, gender, age, marital status, sexual orientation, disability or veteran status.