



Job Description

Job Title: Volunteer Coordinator
FLSA Status: Full-Time, Non-Exempt
Date last reviewed: January 25, 2023

Position Summary

The Volunteer Coordinator directs the LHS volunteer program for all volunteers, including those who work directly with the animals, those who assist with administrative tasks and special events, retail store, departmental, and youth volunteers. The Volunteer Coordinator reports to the Director of Operations.

Essential Duties and Responsibilities

- Develops and hosts orientations and program materials for prospective volunteers, youth and adult, both monthly and quarterly.
- Provides training, scheduling, and supervision for all volunteers in all ongoing programs, including proper dog, cat and small mammal handling and safety skills.
- Maintains volunteer database.
- Evaluates animal handling volunteers' performance on a regular basis.
- Works directly with the Events and Outreach Manager for special events to solicit, engage and manage volunteers for special events.
- Supervises volunteers at special events and attends events to coordinate and direct volunteers.
- Coordinates groups of volunteers interested in one day projects.
- Is the primary contact for staff requests for volunteers for special projects.
- Retrains, reassigns, or dismisses volunteers as needed.
- Conducts frequent audits of LHS volunteer needs and coordinates recruiting, training, evaluation, and retention efforts with individual departments.
- Compiles volunteer program statistics.
- Answers emails and phone calls regarding the volunteer program.
- Promotes the volunteer program via community outreach, including updating the LHS website as needed.
- Write volunteer job descriptions as new opportunities develop.
- Provides ongoing recognition for volunteers.
- Works with the Training & Behavior Department and Animal Welfare Supervisors to identify specific animal (dog and cat) concerns and to take appropriate intervention to assure safety of volunteers.
- Ensure proper procedures in the kennels are maintained and followed by volunteers.

- Assures that kennel signage and communication is accurate allowing for appropriate and safe interaction of volunteers with animals.
- Maintains a weekly roster of all TLC volunteers, with complete applications and waivers on file.
- Develops, with the Training and Behavior Supervisor's oversight, recommendations for policies and guidelines governing youth and TLC volunteers.
- Works with Animal Welfare Supervisors to educate and evaluate TLC and youth volunteers.
- In conjunction with the Animal Welfare Supervisors, evaluates the dog and cat population needs and directs TLC volunteers accordingly.
- Assures that volunteer areas are supplied and ready for volunteer usage and maintains inventory of volunteer t-shirts and informational packets.
- Produces and maintains Volunteer Department SOPs and other supplies.
- Good Attendance is required.

Job Qualifications

Education and Experience:

- High school diploma or general education degree (GED), plus a minimum of 1-year volunteer management or related experience; or equivalent combination of education and experience (animal welfare experience a plus).

Knowledge, Skills, and Abilities:

- Excellent customer service skills.
- Demonstrated excellent verbal and written communication skills.
- Excellent interpersonal communication and public speaking skills.
- Proficiency with Microsoft Office and database management (and the ability to learn new software as necessary).
- Comfort level and experience with handling dogs, cats, and small mammals.
- Enthusiastic, dedicated team player.
- Ability to share duties with a colleague.

Working Conditions:

- Office and animal shelter environment.
- Potential exposure to high noise levels and zoonotic diseases.
- Occasional lifting of up to 50 pounds.
- Frequent use of computer and telephone.