

Los Angeles Mission, Inc.

Job Description

Job Title: Volunteer Coordinator
Department: Volunteer Services
Reports To: Director of Volunteers
FLSA Status: Regular, Full Time, Non-Exempt
Prepared By: Human Resources Department
Prepared Date: Revised September 2019

SUMMARY:

Demonstrate Christ-like behavior and attitude in all job duties and responsibilities. Assists with volunteer operations, schedules, volunteers (as needed) by performing the following duties:

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Receives and returns phone calls from individual and group volunteers.
- Assists with interviews of potential volunteers to determine suitability. Determine the proper placement of volunteers within the Mission.
- Assembles volunteer application packets and sends information to requesting parties.
- Schedules and conducts tours of the facility for guests of Mission.
- Orient new volunteers to the mission objectives
- Reviews volunteer evaluations, interpret results and makes recommendations to Volunteer Manager for improvement of volunteer experience.
- Educate the public on the Los Angeles Missions objectives relating to homelessness.
- Attends and assists with monthly volunteer orientations.
- Assists with calculating and monitoring volunteer hours.
- Communicate with volunteers e-mail, LAM website, and phone.
- Ensure the volunteer database is updated daily.
- Assist in the coordination of special events, street events, employee fairs, volunteer events, and other assigned activities.
- Maintain and coordinate volunteer lists with Director of Community Partnerships and Executive Assistant to the CEO.

SUPERVISORY RESPONSIBILITIES:

May supervise student worker(s) as needed

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

High school diploma or equivalent. 1-year experience working with volunteers and or event organization.

TECHNOLOGY SKILLS:

Computer literacy is required. Able to operate Microsoft Word; Microsoft Outlook; Excel or other spreadsheets. Knowledge of internet-based applications like payroll and volunteer management systems. Employee/Manager Self Service Portal and Outlook Web Access with ease. Other business software may be deployed related to job functions.

LANGUAGE SKILLS:

Ability to read as well as analyze and interpret general business periodicals, professional journals, technical procedures, and governmental regulations is needed. The ability to write reports, business correspondence and procedure manuals with clarity is needed. The ability to effectively present information and respond to questions from groups, managers, clients, customers and the general public is needed. Communicate before large groups. Bilingual/Spanish is a plus.

MATHEMATICAL SKILLS:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume will be necessary. Ability to apply concepts of basic algebra and geometry is also required.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists is necessary. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS:

Current driver's license

LOS ANGELES MISSION EVENTS

All Mission employees are required to work the four (4) yearly Mission street events; Good Friday, Summer Block Party, Thanksgiving and Christmas, if/as scheduled. Accommodations will be made if necessary. Exceptions must be approved by a member of the ELT and Special Assistant to the President.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to walk and climb stairs. The employee is regularly required to stand, use hands to finger, handle, or feel, and reach with hands and arms. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include distance vision, color vision, and peripheral vision. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is occasionally exposed to a disagreeable element such as noise, heat, dust, or cold. The employee is regularly exposed to some abuse from angry callers. The employee may be required to work some nights and weekends in preparation for events. The employee is regularly exposed to some risk of communicable disease from guest of facility, exposure to TB and other respiratory diseases.

LOS ANGELES MISSION IS AN EQUAL OPPORTUNITY EMPLOYER: and values diversity.

We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status, except as allowed by federal statute under Title VII of the Federal Civil Rights Act.

I understand the above job description and agree to comply with, and be subject to, its conditions. I understand that the company reserves the right to delegate, remove, expand or change any and all responsibilities listed above and will inform me of any such change. In addition to meeting the job duties listed above, I agree to abide by the Company policies contained in the employee handbook. I acknowledge that I can fulfill the above duties with or without reasonable accommodation.

Employee Signature

Date

Employee Name (please print)

Date

Approval

Date