Volunteer Coordinator

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Accountable to: Homeowner Services Director

Description:

This position will manage the affiliate's volunteer engagement to include initial contact, orientation, implementation, retention and final survey. The Volunteer Coordinator (VC) will work with the Community Relations Director to assist in implementing a volunteer recruitment plan throughout the community. The VC will also be the initial point of contact for all community service/judiciary volunteers.

Supervision:

The VC is the coordinator between Habitat Maui and all volunteers. This position will supervise the implementation of volunteer programs, however, when the volunteer is on-site, either at a construction site or the ReStore, the volunteer will report to the on-site volunteer manager.

Responsibilities:

- Recruit, **train* and **supervise* volunteers according to organizational needs;
- Work closely with departments, local schools, and other institutions to connect with volunteers and maintain a strong volunteer-base
- Coordinate with internal departments to identify volunteer opportunities
- Develop strategies for actively soliciting, engaging and retaining volunteers
- Assist with all aspects of volunteer coordination; inquiries, onboarding, and orientation
- Ensure volunteer safety protocols are in place, communicated and adhered to
- Strategically place volunteers according to their identified strengths
- Maintain volunteer databases; collect volunteer information, availability, and skills
- Maintain volunteer and reporting on volunteer hours and progress
- Conduct regular volunteer satisfaction surveys
- Assist and support special events, include fundraisers, themed-builds, and networking and outreach events

**In conjunction with the department supervisor.*

Qualifications:

- Strong leadership skills
- Excellent verbal and written communication skills (public speaking is required)
- Experience with MS Office programs both as standalone products and using the Google Suite of programs with a strong emphasis on Excel/Google Sheets
- Experience in coordinating in a volunteer environment
- Able to deal well with stressful situations and a wide variety of people
- Organized and efficient, with attention to detail and follow through
- Patient teacher with strong delegation skills
- Reliable, honest, able to maintain confidentiality
- Belief in team approach to work environment and able to commit to the mission of Habitat
- Knowledge in basic homeownership ideals and vocabulary (escrow, mortgage, etc.) a plus
- General computer skills
- Strong analytical skills
- Ability to work well with diverse groups and customer service oriented
- Ability to independently manage and complete projects
- Detail oriented and highly organized
- Commitment to Habitat's Mission, Vision, and Principles
- Valid driver's license with good driving record and reliable transportation