



JOB DESCRIPTION

Title: Volunteer Services Coordinator	Employment Status: Full-Time
Department: Strategic Partnerships	FLSA Status: Non-Exempt
Reports to: Volunteer Manager	Supervises: Volunteers

MISSION:

Seeking to put God’s love into action, Pikes Peak Habitat for Humanity brings people together to build homes, communities, and hope.

GENERAL DESCRIPTION:

The Volunteer Services Coordinator is responsible in assisting with all aspects of the Volunteer Program. This includes the recruitment, retention, processing, and coordination of ReStore, construction, repair, and other supportive volunteers. This position works closely with all team members to ensure that all volunteers have a positive, safe and productive experience, while working towards Pikes Peak Habitat for Humanity’s mission and purpose.

CORE RESPONSIBILITIES:

1. Needs Assessment

- a) Identify volunteer needs of the organization through communication with ReStore, construction and repair team, and other key stakeholders.
- b) Walk through both ReStores weekly with ReStore staff to gain an understanding of current volunteer projects and needs.
- c) Assist departments with drafting written volunteer position and assignment descriptions, as needed, i.e, light room volunteer.

2. Recruitment

- a) Develop and implement an effective volunteer recruitment plan to fulfill volunteer needs.
- b) Coordinate and communicate with sponsors, faith groups, businesses, community groups, and individuals to schedule, organize, and prepare volunteers for various types of service.
- c) Maintain and develop opportunities with programs, internships, and community business partnerships throughout El Paso County to fulfill needs.
- d) Track and submit volunteer timesheets for multiple partner agencies to include AARP, Front Range Community Service, Municipal Court, Pikes Peak Workforce Center, Workers Comp, Goodwill, etc.
- e) Secure and manage affiliate presence at El Paso County community outreach events, volunteer recruitment fairs, and other speaking engagements in conjunction with the Volunteer Manager.

- f) In collaboration with the Strategic Partnerships team, update volunteer portions of affiliate website and social media with all current opportunities and information.
- g) Develop and maintain communication schedules with volunteers for ongoing engagement.
- h) Attend offsite events to recruit volunteers.

3. Motivation & Recognition

- a) Plan and successfully deliver the annual Volunteer Appreciation Event in partnership with the Volunteer Manager and Chief Strategy Officer.
- b) Assist the Volunteer Manager to cultivate additional recognition and motivation programs.

4. Orientating & Training

- a) Conduct orientation/safety briefs at the ReStore locations in partnership with ReStore team.
- b) Conduct orientation/safety briefs for construction, repairs, and special projects when needed.
- c) Organize, schedule, and assist volunteers and groups to prepare them for their workday.
- d) Participate in staff safety training when available and work with ReStore Managers to provide any necessary safety information to the volunteers.
- e) Set appropriate expectations with volunteers before the start of their service and verify all liability waivers are completed and on file.

5. Supervision & Implementation

- a) Ensure successful volunteer days. Be accessible to ReStore staff for any issue that may arise with a volunteer.
- b) Communicate with the Volunteer Manager to ensure all materials are stocked.
- c) When necessary, lead volunteer groups in activities at either of the ReStore locations.
- d) Serve as the liaison between partners, sponsors, partner families, internal departments, the affiliate staff, and volunteers.
- e) Ensure implementation and updating of the volunteer policies and procedures created by the Volunteer Manager.
- f) Monitor and oversee the accessibility of volunteer work at the ReStore locations.
- g) Work with ReStore staff to provide creative volunteer roles throughout the stores for volunteers of varying abilities, to include corporate, faith, and other types of groups.

6. Evaluation & Risk Management

- a) Maintain volunteer resource database (CERVIS) with consistent entry of contact information, hours, and volunteer activity.
- b) Develop an operating plan with goals that align with the affiliates strategic plan. Report annual outputs of the volunteer program.
- c) Regularly analyze results of volunteer experience survey and share results/summary with department/program supervisory team.
- d) Maintain current documentation for all volunteers.

7. Assist with Affiliate Special Events as Needed

- a) Assist the Volunteer Manager with the logistics and planning of the future homeowner home dedication and ground blessing ceremonies to include responsibility of logistic coordinator in the absence of the Volunteer Manager.

KNOWLEDGE & SKILLS:

- Knowledge of Microsoft Office programs required.
- Knowledge of volunteer database (CERVIS) preferred but not required.
- Knowledge of social media preferred.
- Ability to work under pressure, multi-task, and coordinate numerous activities and groups of people.
- Positive, optimistic outlook that fosters an upbeat work environment.
- Excellent oral and written communication skills and the ability to communicate respectfully and effectively.
- Able to troubleshoot, track information, and meet deadlines.
- Ability to act and work independently as well as with a team.
- Patience and ability to work effectively with volunteers. Always possess a positive and welcoming spirit and be able to interact with diverse groups of people.
- Comfortable with public speaking opportunities and sharing the Pikes Peak Habitat mission and ministry with large and small groups of volunteers, potential volunteers, and community members.
- Assist with administrative or other duties as needed.

EDUCATION, EXPERIENCE:

- HS diploma or equivalent required.
- BA/BS preferred.
- One or more years of experience in volunteer coordination role with a non-profit organization preferred.
- Prior experience with Habitat for Humanity is helpful.

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:

- Capable of working effectively in a ReStore, office, or construction site environments.
- Ability to travel to and from meetings and appointments in locations and times when public transportation is unavailable.
- Be able to adequately traverse a working warehouse, lifting, carrying (minimum 40 lbs.) or other similar activities as required.
- Effectively communicate assigned tasks or convey information to staff and volunteers.
- Ability to maneuver typical warehouse obstacles.

WORK ENVIRONMENT AND CONDITIONS:

- Exterior working environment during a variety of weather conditions.
- Personal vehicle required. The Volunteer Services Coordinator requires travel throughout El Paso County as needed. Proof of insurance and driver's license required upon hiring.
- Position hours are Tuesday – Saturday, 9:00 am - 5:30 pm Mountain Time Zone.
- Physical workspace will be at the ReStore locations, the business office, and when needed, the construction site. Should be comfortable working from multiple locations through the week.
- Occasional travel for professional development events such as Habitat for Humanity conferences.

STANDARDS FOR MEASURING PERFORMANCE

- Completeness, accuracy, and punctuality of reports and other assignments.
- Ability to obtain agreed upon volunteer certification through Habitat for Humanity and the Council for Certification in Volunteer Administration.
- Willingness to participate in professional development opportunities.
- Ability to meet or exceed the demonstration of Habitat's mission principles.
- Create a great experience for volunteers and sponsors.
- Maintain high standards of integrity and compliance.

EQUAL EMPLOYMENT OPPORTUNITY:

Our commitment to Equity, Diversity, and Inclusion in the Workplace: Pikes Peak Habitat for Humanity is an equal opportunity employer. Candidates from diverse backgrounds are encouraged to apply and are considered for employment on merit alone without regard to race (including characteristics associated with race such as hair texture, hair type, and protective hairstyles), color, religion, sex, sexual orientation, gender identity, transgender status, national origin, disability, pregnancy, age (40 or older), genetic information (including family medical history), marital status, military status, lawful conduct outside of work, membership or non-membership in a labor organization, or status in any other group protected by federal, state or local law.

COMPENSATION AND BENEFITS:

- The hiring range for this position is projected to \$18 - \$20 per hour depending on experience.
- All full-time Pikes Peak Habitat for Humanity employees are eligible for the following employee benefits:
 - Medical/Life/Dental/Vision Insurance/401(k) Retirement Program with employer match up to 4%/Accrued Vacation and Sick hours/Paid holidays. Short term disability is available through the Colorado FAMLII program.

APPLICATION TIMELINE & INSTRUCTIONS:

- Position will remain open until filled.
- Apply on our website at pikespeakhabitat.org/employment
- Upload C.V./Resume
- Upload cover letter explaining how you meet/exceed the position's preferred levels of education and experience contained within this job description.
- **NO PHONE CALLS, EMAILS OR PERSONAL INQUIRIES**

ABOUT PIKES PEAK HABITAT FOR HUMANITY:

Habitat for Humanity, founded in 1976, is a global, Christian-based nonprofit organization that grew out of an intentionally multi-racial community in rural Georgia. Locally, Pikes Peak Habitat for Humanity was established in 1986. Seeking to put God's love into action, Pikes Peak Habitat brings together people of all faiths and people of no faith to build homes, communities, and hope. Working alongside each other, we help families and individuals build and improve places to call home and achieve the strength, stability, and self-reliance they need to build better lives for themselves. Pikes Peak Habitat seeks individuals who have a willingness to affirm these principles and values.

At Pikes Peak Habitat for Humanity, we embrace a history rooted in creating equity and take our mission seriously by courageously committing to a culture and workplace where all staff feel safe, welcome, visible, respected, supported, and valued. As an equal opportunity employer, we realize

that our success depends upon building an inclusive workforce of diverse perspectives and encourage people of varied races (which is inclusive of traits historically associated with race, including, but not limited to, protective hairstyles and hair texture), ethnicities, national origins, tribes, religions, ages, gender identities and expressions, genders, sexual orientations, marital statuses, disabilities, veteran/reserve national guard statuses, socio-economic statuses, thinking and communication styles to work with us.

We also require that all staff take seriously their ethical responsibilities to safeguarding our intended beneficiaries, their communities (especially children), and all those with whom we work. In line with the prevention of sexual exploitation and abuse, all staff must pass a thorough background screening and will be held accountable for upholding our policies around ethical behavior, including safeguarding and whistleblowing.