

**SBP**

SBP is a disaster rebuilding and resilience organization whose mission is to shorten the time between disaster and full recovery by ensuring that disaster-impacted communities recover in a prompt, efficient and predictable manner.

<b>Member Name:</b>		<b>Position:</b>	Volunteer Coordinator
<b>Department:</b>	Volunteer Department	<b>Supervisor:</b>	
<b>Start Date:</b>		<b>End Date:</b>	
<b>Service Location:</b>	National	<b>Term Type:</b>	Full Time (1700 hours)

**Position Description:**

Volunteer Coordinators support SBP's mission by creating an extraordinary volunteer experience that gets people excited about volunteering with SBP. Volunteer Coordinators handle all volunteer logistics, support volunteer fundraising efforts that directly support the AmeriCorps project, speak with energy to large groups of volunteers about SBP before and after their volunteer build, communicate with multiple SBP departments to ensure volunteers have a quality experience, and spread the word about SBP at local outreach events. As the first point of contact for many volunteers, Volunteer Coordinators must be comfortable expressing thanks, talking about the state of the recovery, and articulating the ongoing need for support. Volunteer Coordinators serve as the point of contact for multiple volunteer groups that register to volunteer anywhere from a day to a year in advance, answering all questions, relaying all updates and documenting logistics. Volunteer Coordinators work diligently both before and after the volunteer group's build experience encouraging volunteers to become further engaged in SBP, beyond just volunteering. This hard work will result in returning volunteer groups, quality volunteer experiences, increased volunteer fundraising that directly supports the AmeriCorps project, and a greater awareness about SBP.

**Work Environment:**

This position operates in an open office environment accompanied by visits to construction sites and occasional work in the community for outreach events.

**Typical Project Team:**

Volunteer Coordinators report to the Volunteer Department Manager. Volunteer Coordinators interact with multiple departments at SBP, including Construction, Client Services, Development, Warehouse, Finance & Accounting.

**Responsibilities:**

- Respond to volunteer requests, questions, or general inquiries via email and phone in a timely fashion
- Coordinate all trip logistics for volunteers. This includes being the point of contact for multiple volunteer groups in any given week: both volunteers currently on site and those registering for weeks or months in advance.
- Accurately document all communications and logistics.
- Use of volunteer management software including Salesforce, Formstack, Google spreadsheets, and Classy.
- Update and track volunteer information on Google documents used by multiple departments

- Assess availability of volunteer work and schedule volunteer groups
- Give orientations to as many as 150 volunteers at a time
- Give debriefings at the end of each volunteer experience
- Encourage groups to stay engaged with SBP by returning to volunteer or spreading the work
- Clearly communicate the enduring needs of our clients
- Spend no more than 10% of the AmeriCorps service term engaging volunteers in fundraising efforts that support the fundraising goals of the AmeriCorps project.
- Maintain updated records and routinely track volunteer information, including volunteer numbers, contributions and feedback.
- Keep volunteers informed about upcoming SBP events
- Maintain an energetic and positive attitude with volunteers and colleagues
- Build partnerships with local businesses and community organizations
- Participate in outreach and planning for volunteer special events
- Communicate with entire SBP team about the role, function and needs of volunteers

**Qualifications:**

- Excellent multi-tasking, organization, prioritizing and time management skills in an office setting
- Excellent verbal and written communication skills
- Strong attention to detail in the use of software such as Google spreadsheets, Salesforce & Formstack
- Experience/comfort with public speaking
- Comfort engaging volunteers to support SBP's mission beyond just the volunteer experience
- Ability to juggle a wide variety of tasks and set own to-do deadlines
- Willingness /enthusiasm to receive constructive feedback from your manager and peers
- Problem solving abilities
- Ability to take initiative and be self-motivated
- Positive attitude / capacity to inspire and motivate others
- Strong interpersonal skills and ability to work with a diverse range of individuals
- Strong passion for the work of the SBP
- Ability to handle team conflict in a positive manner
- Ability to handle swings in workload to accommodate high and low volunteer numbers
- Comfort driving around city to construction sites and events