

Position Description: Volunteer Coordinator

Primary responsibilities are to enhance the growth and success of CVHS programs by developing and nurturing a model volunteer program.

Volunteer Program

- Coordinate and deliver Volunteer Orientation, trainings, and other volunteer resources
- Identify any and all volunteer opportunities to provide maximum support and growth to staff and programming
- Interview volunteers to determine their abilities and desired volunteer experience, and appropriately match volunteers with opportunities
- Ensure all volunteer paperwork and waivers are up to date and relevant
- Maintain a volunteer database with volunteer contact information, skills and training
- Facilitate excellent communication between volunteers and staff through identification, training, and appreciation.
- Support staff in each department in identifying and facilitating their department's volunteers
- Design and facilitate volunteer appreciation methods, including an annual volunteer appreciation event
- Maintain a clean and welcoming (shared) space for volunteers
- Schedule volunteer assistance to coordinate successful and timely completion of all duties identified as volunteer duties
- Field requests for community service hours, group projects, and underage volunteers and make appropriate program matches or referrals.
- Coordinate, assist with training, and supervise volunteers for animal and customer care duties

Shelter & General Care

- Perform routine housekeeping duties necessary for the optimal cleanliness and sanitation of all animal quarters and other routine and special assignments to maintain the shelter appearance and presentation
- Provide food, water, medication, care, exercise, and enrichment in a manner necessary to improve the overall health and comfort of animals
- Monitor supply levels and make needed requests for purchases or maintenance

Adoption Center

- Perform all tasks relating to animal intakes, return to owners, and receiving transfers and transports
- Perform duties related to:
 - Evaluating and preparing animals for adoption
 - Successfully marketing animals for adoption
 - Successfully matching animals with appropriate adoptive homes, including completing adoption paperwork, and providing the adopters with counseling and education
 - Customer service for the Adoption Center and Shelter (phones, guests, etc.)
- Follow up on adoptions to ensure that animals have been placed in appropriate homes, and provide support and advice for the adopters
- Maintain animal information in PetPoint database and other required paperwork in a way that ensures all information is communicated appropriately to staff and adopters
- Act as a resource for visitors and volunteers regarding pet information.

- Maintain clear adoption signage on all adoption areas and properly label all animals with identification
- Facilitate offsite adoptions (Guy's Farm & Yard, Agway, etc.) as necessary
- List available animals on CVHS's website and other marketing tools in a positive way that promotes adoptions
- Maintain a retail area, and line of products that support our mission, offering well-priced products that enrich animals, and facilitate proper training and healthy relationships
- Assist visitors with merchandise questions and sales

Other Duties

- Perform the duties of any and all staff members as necessary to learn and excel at training new volunteers and to fill in for staffing needs
- Perform other duties as assigned

Position Details, Conditions & Requirements

- Willingness and ability to do moderate to heavy physical labor in relation to cleaning our facility and handling animals, including bending/twisting and lifting a minimum of 50 pounds throughout the day
- Valid driver's license required, with a clean record
- Minimum of 1 year of prior volunteer management experience or equivalent required
- Minimum of 2 years of prior customer service experience required
- Generalized computer proficiency (word processing, database management, social media marketing, etc.) required
- Willingness to subscribe to CVHS animal welfare principles required
- Reports to Shelter Manager
- Schedule: 8 am to 5:00 pm, with a 1 hour, unpaid lunch. Typical work days are Tuesday through Saturday. Other or additional hours will be required, including holidays.
- Regular, full time, non exempt employee.

Acknowledgement:

This position description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all inclusive, and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement. Prior to the implementation of any substantial changes, management may serve a written notification. Nothing in this position description, nor by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

1/19/2019