



## **Tempe Community Action Agency**

### **Volunteer Coordinator Job Description**

#### **Purpose:**

This position furthers the agency mission through effective recruitment, engagement, and retention of community members, businesses, and service clubs in programs and events. The employee leads outreach, recruitment, onboarding, scheduling, and supporting individual and group engagement across multiple programs and initiatives. We are seeking an enthusiastic and polished professional offering successful volunteer experience in not-for-profit community relations and volunteer coordination. This position reports to the Chief Operating Officer.

#### **Areas of Responsibility**

- Plan and execute activities that build awareness of the agency and attracts and retains individuals and groups in service to and support of TCAA.
- Conduct community outreach, presentations, tabling at local events, and orientation sessions.
- Interview, select, and match individuals and groups with organizational needs.
- Perform Volunteer Orientations.
- Assist volunteers to complete the registration process (including background clearance requirements) and schedule their initial day of service. Ensure volunteer records are accurate and up to date.
- Plan and conduct regular volunteer recognition and retention activities.
- Meet regularly with program managers to identify and fulfill volunteer needs across various programs, assist with troubleshooting, and/or reassignment of volunteers as necessary.
- Prepare and provide ongoing communications with volunteers and community partners in person and in electronic format to relay information, announce events and activities, recruit for special needs, etc.
- Interfaces routinely with internal and external key stakeholders
- Assist with establishing partnership agreements with local businesses, serve as a liaison to the partner organization(s), and ensure agreement terms are met
- Assist with event planning, corporate sponsorships, and volunteer involvement in support for special events
- Meet or exceed recruitment and sponsorship goals.
- Maintain timely, accurate, and detailed files and records. Ensure all volunteer service hours are entered and tracked in the volunteer database. Produce or write reports on a regular basis. Use data to inform recruitment and retention activity.
- Conducts evaluation of volunteer and stakeholder satisfaction; tallies and reports results and suggests quality improvement strategies.
- Provides staff support to committees and workgroups.
- Perform other duties and responsibilities as required.

#### **Required Knowledge/Experience**

- Proficiency in CRMs and Microsoft Office Suite.
- Outstanding facilitation, writing, and interpersonal communication skills.
- Ability to multi-task and prioritize duties, take initiative and problem solve while meeting deadlines.
- Skilled in maintaining composure and professional demeanor in difficult and stressful situations.
- Able to work a flexible schedule to attend events and pre-meetings including occasional evenings and weekends.
- Confidence in making requests and speaking in front of small groups.
- Personable and able to develop a positive rapport with individuals while maintaining a strong sense of professionalism.
- Collaborative attitude and able to work independently or as a team member.
- Minimum two years' direct experience in community relations and volunteer coordination in a nonprofit setting preferred.
- Bilingual (English/Spanish) preferred.

#### **Required Educational Background**

- Related education or training beyond high school in the non-profit field, communications, marketing, or a related field. A Bachelor's degree is preferred.

**License/Certification Requirements or Ability to Secure Upon Hiring**

- Arizona driver's license, clean driving record, and a vehicle to use in performance of job
- Level One Fingerprint Clearance
- Arizona Division of Aging and Adult Services Clearance
- Arizona Department of Child Safety Central Registry Clearance

**Status:** Full-time/ Non-Exempt, 40 hours/week.

**Compensation:** \$20-\$21/HR plus Mileage

**Hours:**

Monday through Friday, 8:00 AM – 5:00 PM, subject to periodic variation and changes. Occasional evenings and weekends required.

**Benefits:**

At TCAA, we believe that our employees are our greatest asset. To show our commitment to their well-being and professional growth, we offer a comprehensive benefits package designed to support and enhance work-life balance. Our key benefits and perks for most positions include, but aren't limited to:

- 14 paid holidays annually
- Accrued vacation and sick time that increases with tenure
- Medical, dental and vision insurance including PPO and health savings account options, with employee medical premiums covered at 100% by TCAA
- Life insurance, disability benefits, accident coverage, and retirement
- Employee Assistance Program
- Simple IRA with company match
- Annual merit-based Increases after 9 months of employment
- Flexible work schedules and hybrid options for certain positions
- Paid time off to volunteer
- Reimbursement of background clearance costs for entry-level positions

TCAA is committed to fostering, cultivating, and preserving a culture of diversity, equity and inclusion and an environment where every employee feels valued and empowered to bring their whole selves to work. The collective sum of the individual differences represents a significant part of our culture, reputation, and achievements. We believe that together, we can achieve greatness by embracing our differences and working collaboratively towards a common purpose.

We're eager to meet people that believe in our mission and can contribute to our team in a variety of ways - not just candidates who check all the boxes. We consider an equivalent combination of knowledge, skills, education, and experience to meet minimum qualifications. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role. We want people to feel comfortable expressing their true selves and to come, stay, and do their best work here.

**TCAA is an Equal Opportunity Employer**