

Volunteer Services Coordinator

Grade: 4

Reports to: Volunteer Services Manager

Job Status: Non-exempt, Part-time

Department: Volunteer Services

Approval Date: July 2018

Job Summary:

This position supports Volunteer Services in the coordination and oversight of all administrative aspects for South Carolina Aquarium volunteers. Duties broadly include managing the volunteer database, assisting with orientations, helping execute special events, conducting volunteer recruitment and onboarding, and maintaining volunteer retention.

Essential Functions:

- Help structure and lead orientation sessions and workshops; facilitate onboarding processes
- Facilitate and enhance communication between/among departments and volunteers
- Contribute to a positive and engaging atmosphere for volunteers in which they feel supported and appreciated
- Serve as a professional role model to volunteers and other staff members
- Respond to new, unexpected, non-routine requests in a timely manner
- Maintain accurate records in volunteer database and facilitate regular reporting
- Process membership authorizations
- Conduct uniform inventories and order items as needed
- Assist with planning and execution of annual Volunteer Appreciation Night and other special events
- Actively recruit volunteers for outreach and in-house special events
- Maintain online volunteer resource library
- Seek improvement opportunities to enhance the volunteer program
- Support and contribute to a positive working environment
- Follow the policies and procedures of the South Carolina Aquarium
- Maintain strict confidentiality with Volunteer Services' and Human Resources' information

Other Duties and Responsibilities:

- Support the mission and vision of the Aquarium by participating in Aquarium-sponsored programs and events on a regular basis
- Assist as needed with recognition programs

Knowledge, Skills and Abilities:

- Demonstrated ability to manage multiple projects simultaneously while producing high-quality work, meeting deadlines, and handling constant interruptions
- Superior computer skills including proficiency with Volgistics, Excel, Microsoft Word, creating spreadsheets, preparing materials for publication (page design)
- Excellent grammar and punctuation
- Exemplary attention to detail
- Sincere desire to embrace diversity and inclusion of all members of society
- Sensitive to the differences and needs of individuals of various backgrounds, ages, abilities, etc. and able to communicate effectively and appropriately with all
- Seasoned interpersonal skills—written and verbal
- Strong organizational skills
- Comfortable working in noisy, distracting environments
- Willing to work weekends and evenings as needed
- Quickly recognizes the humor in situations and keeps things in perspective
- Exhibits compassion and empathy
- Approachable by volunteers and staff and employs critical thinking to generate solutions
- Skilled in conflict resolution with strong teamwork ethic
- Accept positive/constructive feedback, suggestions, and ideas

Education and Experience Required:

- Associate or Bachelor Degree in Office Management or Office Administration preferred
- 3-5 years' experience working with/managing volunteers preferred
- 2 or more years' experience working in an office setting required

Licenses and Certifications Required:

- Valid South Carolina driver's license

Supervision of Others

- Indirect supervision and administrative oversight of all volunteers

Physical Requirements and Working Conditions:

Typical office environment with average walking, standing, bending, stooping, crouching, reaching, sitting, climbing (stairs), carrying up to 50 pounds. Computer and phone tasks required. Occasional travel and late nights required. Must be comfortable if/when exposed to reptiles, birds, aquatic animals, mammals, and other species.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not construed to be an exhaustive list of all job duties performed by the personnel classified.

The Aquarium is an "at-will" employer, and as such, employment with the Aquarium is not for a fixed term, or definite period and may be terminated at the will of either party, with or without cause, and without prior notice.