



## JOB DESCRIPTION

<b>Job Title:</b>	Volunteer Services Coordinator
<b>Location:</b>	Winter Park, CO and some required business in Denver, CO
<b>Department:</b>	Volunteer
<b>Reports to:</b>	Volunteer Services Manager
<b>Supervises:</b>	Indirect – volunteers
<b>FLSA Status:</b>	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt
<b>Classification:</b>	<input checked="" type="checkbox"/> Year Round <input type="checkbox"/> Seasonal <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time

### **About the NSCD**

We are Colorado’s most comprehensive provider of adaptive outdoor experiences. We offer more programs, in more places, in more ways that change lives. The National Sports Center for the Disabled is a leading provider of adaptive outdoor recreation experiences committed to helping individuals with disabilities, their caregivers, and the broader community rethink ability. Through the power of adaptive innovation, recreation, and Colorado’s great outdoors, we are transforming lives, families and communities and creating a world that celebrates each person’s abilities.

Our exhilarating adaptive outdoor experiences help participants make the very most of their passion, their talents, and their aspirations. They discover a renewed sense of confidence, reignite the pure joy of play, and find motivation to try new things, meet new people and believe in their own abilities. With industry-leading adaptive equipment, renowned coaches, instructors and volunteers and unmatched mountain and metro programs, we change the perceptions of athletes of all levels and help them, and the world, [#RethinkAbility](#).

### **Position Overview**

Under the supervision of the Volunteer Services Manager, the Volunteer Services Coordinator manages the administrative operation of the volunteer office, including data entry, volunteer applicant processing, volunteer scheduling and maintaining data integrity in the volunteer database. The Volunteer Services Coordinator will also take a lead role in the efforts to research, create, schedule, and attend presentations for volunteer recruitment and awareness. This position develops and maintains new and long-term relationships with the goal of increasing the NSCD volunteer base and aligning volunteers with compatible NSCD volunteer opportunities. The primary objective of this position is to provide comprehensive support for all volunteer services activities.

### **Job Duties**

*The job duties of this position are performed personally, in cooperation with your supervisor, and/or in coordination with other staff. Additional work functions and duties may be assigned.*

- Front line associate for volunteer office administration and support for customer service office.
- Data entry, queries, importing and exporting files and statistical reports from Volunteer Information System.
- Maintains and files volunteer documents.

- Maintains general appearance of volunteer office.
- Maintains communication of web site changes relating to volunteer information as needed.
- Attends meetings and prepares minutes as required.
- Updates and proofs printed materials as required.
- Administers and coordinates registrations, clinics, events, and weekly programs that use volunteers.
- Maintains a friendly and helpful attitude toward volunteers, guests and co-workers.
- Identifies opportunities at events and in the community to recruit NSCD volunteers.
- In conjunction with Marketing, creates presentation materials to promote NSCD volunteering in an agency consistent manner.
- Maintains relationships with volunteers to forge retention and internal recruitment.
- Develops and maintains relationships with schools, corporations and other entities that would provide access to volunteers.
- Responsible for follow up correspondence and visits with potential volunteer groups to identify proper fit for NSCD opportunities.
- Tracks contact with all potential volunteer and volunteer pools.
- Supports customer service office in administrative and operational duties.
- Communicates with other teams in the organization as needed.

**Professional Performance**

- Adhere to all Personnel Policies and Procedures for the Agency.
- Maintain professional standards of performance, demeanor, and appearance at all times; act as a “role model” both at and away from the Agency.
- Maintain a creative, team-building approach to job performance and seek to bring a constructive, problem solving orientation to all tasks.
- Performs all tasks and responsibilities with attention to detail and in a complete and timely manner, complying with agency policies and standards and conforming to the scheduling requirements of the job and program.
- Maintain and awareness of the agency’s mission and work to promote the positive individual and social change goals it embodies.
- Exercise discretion and professional judgment at all times keeping with the responsibilities carried personally and by the agency for the care and welfare of the clients; act with honesty and integrity in all aspects of Agency business.
- Actively strive to upgrade professional skills through engaging in appropriate professional training and experience.
- Actively strive to create and maintain a culturally sensitive, and appropriate environment through communication and interaction that demonstrates respect for diversity.

**Other duties may be assigned.**

**Qualifications**

- Experience and/or education in Communications, Nonprofit Management, or related field and three (3) years of hands-on database, recruitment, volunteer coordinator experience.
- Excellent communication and interpersonal skills.
- Excellent written correspondence skills.
- Must be computer proficient and possess experience of Microsoft Office Suite, Volgistics (or similar database software) and ability to learn new software as needed.
- Excellent written and verbal communication skills including writing and report development.
- Ability to implement agency vision, mission, values, and strategic plan.
- Ability to handle multiple tasks and to assess and change priorities based upon agency needs.
- Strategic thinker who communicates professionally and effectively with diverse staff, volunteers, donors, prospects, and community stakeholders.

- Ability to maintain consistent exercise of discretion and confidentiality in the performance of duties.
- Ability to work with a high degree of autonomy, initiative, and exercise personal judgment in a fast-paced environment with a strong sense of humor and integrity.
- Superior skills to organize, plan, and execute the full scope of required programs.
- Knowledge of disabilities and of adaptive recreation and equipment is desirable.
- Candidates must possess a Colorado driver's license, meet background check criteria and criteria regarding clearance to drive NSCD vehicles.

**Work Schedule**

This is a full time, year-round position. The work schedule varies based on seasonal programming needs, generally from 8:00 am – 5:00 pm. This position will require weekends and/or evenings supporting the programming needs of the agency.

**Salary**

The hourly pay rate range for this position is \$17.00 - \$19.00 per hour. Actual salaries will vary and may be above the range based on various factors including but not limited to experience, education, training, credentials, and performance.

NSCD provides a comprehensive benefits plan including employer sponsored medical and dental benefits, employer paid life insurance and disability benefits, paid vacation, paid sick leave, paid holidays and employees may participate in the 403b retirement plan. Benefit eligibility varies depending on your employment status and the number of hours you are regularly scheduled to work.

**Physical Requirements**

- Dexterity, auditory and visual acuity to operate computers and phones or mobile devices.
- Auditory and visual acuity to interact with guests, sponsors, donors, and clients on a daily basis.
- Able to work for long periods of time without break during the conduct of presentations, meetings, and events.
- Able to lift 25 lbs. with minimal assistance.
- Able to work outside year-round in varying conditions.
- Able to successfully manage multiple, high priority tasks in a fast-paced environment.

**ACKNOWLEDGEMENT**

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This job description is intended to describe the general nature and level of work performed. It is not intended to be a complete list of all responsibilities, duties and skills required of employees performing this job. Furthermore, this job description does not establish a contract of employment. NSCD may change job descriptions at any time, with or without notice as service needs require.

I have read and understand this job description.

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Employee Signature

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Date

**Equal Employment Opportunity (EEO) Policy**

NSCD is dedicated to the principles of equal employment opportunity. We prohibit unlawful discrimination against applicants or employees on the basis of age 40 and over, race, sex, color, creed, religion, national origin, disability, sexual orientation, ancestry, citizenship, veteran status, genetic information, or any other applicable status protected by state or local law. NSCD will consider providing reasonable workplace accommodations if needed.

