



**Title:** Volunteer Services Coordinator (full-time)

**Reports to:** Chief Operating Officer

**Work Schedule & Physical Demands:**

The position's work schedule is generally 9:00 a.m. to 5:00 p.m. Some early mornings, evenings and weekends are required based on the organization's daily events, special events, media, and fundraising schedule.

**Position Overview:**

The Volunteer Services Coordinator is responsible for scheduling, recruiting, training, and overseeing the volunteers at the Ronald McDonald House Charities New York Metro. The Volunteer Services Coordinator will also provide support to the House Manager, Family Service Coordinator and Guest Service Associates. The Volunteer Services Coordinator communicates a positive attitude and promotes cooperation and teamwork among all volunteers.

**Overall Responsibilities & Essential Functions:**

In-House Volunteers:

- Recruit potential in-House volunteers, review applications, and conduct interviews.
- Maintain all records related to weekday and weekend volunteers.
- Complete background checks for volunteers.
- Understand volunteers' skill sets and identify their strengths and weaknesses to optimize the volunteer experience for the individual.
- Scheduling:
  - Weekday and Weekend In-House Volunteers
  - Ensure that departments within the House have volunteer support for daily activities. This requires scheduling Front Desk volunteers, Hospitality volunteers, Hospitality Cart, Van Drivers, Tour Guides, and volunteers skilled in data entry and computer/accounting work. Identify volunteers for Special Events activities, including wrapping pre-event preparation, and day-of coverage.
  - Find coverage for open volunteer shifts. If necessary, provide coverage for the shifts.
  - Schedule House Tours.
  - Schedule Speakers Bureau Volunteers to attend off-site engagements on behalf of the House.
  - Compile Weekend Schedule and Notes for House Management team.
- Draft monthly volunteer newsletter for review by the Ops team.
- Review and update, as needed, documents related to Volunteers. (e.g., Volunteer Role Descriptions, Volunteer Manual, and Volunteer Applications).

- Organize Volunteer Training Workshops, as needed.
- Plan the annual Volunteer Recognition Dinner.

**Programs:**

- Responsible for on-line sign-ups for Baking, Brunch, and Dinner programs through Sign Up Genius, including management of Daily and Weekly Calendars.
- Greet and thank every brunch and dinner participant each day and evening to encourage lasting relationships to benefit the House.
- Help to coordinate Read-a-Thon, Community Service Society RSVP, Hospitality Cart, and Pull Tab Programs, with volunteer support.

**Additional Responsibilities:**

- Respond to Volunteer opportunity inquiries.
- Respond to Program related inquiries.
- Prepare Thank you letters/emails to volunteers and/or program participants.
- Prepare Year-end tax information letters to restaurant dinner program donors.
- Provide College Recommendation letters and Job Reference letters.
- Maintain RMHC NYM Folders to be distributed to House tour visitors and leaders of groups cooking and baking.
- Attend major fund-raising events.
- Assist with other project work as needed.

**Knowledge & Skills:**

- Excellent interpersonal skills with an ability to relate to people of diverse backgrounds.
- Excellent written and verbal communication skills.
- Microsoft Office computer skills, including Excel.
- Working knowledge of Raiser's Edge to maintain Volunteer records and Sign-Up Genius for managing Program sign-ups.
- Ability to multi-task efficiently.
- Delegate effectively.

**Disclaimer:**

The information in this job description has been designed to indicate the general nature and level of work performed by employees with this level of responsibility. It is not designed to contain or to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees in this job.