

Date: September 24, 2024
Job Title: Volunteer Coordinator
Supervisor: Associate Director of Volunteer Programs
F.L.S.A.: Non-Exempt



Summary:

The Volunteer Coordinator recruits, trains, and engages volunteers to enhance the PCTA's Volunteer Programs. Job duties include assisting staff and volunteer leaders with communication, engagement, and coordination, overseeing volunteer recognition, and providing caring and thoughtful customer service to volunteers. This position partners with regional staff to coordinate PCTA's Trail Skills College which is designed to teach volunteers technical trail skills, crew leadership, saw training, and first aid and CPR. The Volunteer Coordinator participates in developing and implementing new policies and practices to center diversity, equity, inclusion, and belonging (DEIB) strategies in volunteer recruitment and engagement.

The Volunteer Coordinator is a full-time position.

Essential job functions and tasks are:

Volunteer Engagement & Training

- Coordinate PCTA's volunteer rewards program including determining recipients, ordering materials, mail merging letters, and coordinating mailing
- Develop and implement annual, multi-channel volunteer engagement plan and ensure program goals are being met for community engagement programs and initiatives
- Collaborate regularly with PCTA's marketing and communications team, staff, and community-based volunteer groups in the creation and publication of digital content to recruit, train, engage, retain, celebrate, and listen to volunteers
- Collaborate with program staff, agency and non-profit partners, local planning committees, and volunteer leaders to coordinate a trailwide Trail Skills College training program consisting of virtual and in-person events.
- Coordinate all Trail Skills College curricula and other supporting materials, including adding new courses, assessing and revising as needed with internal and external experts
- Attend some trail skills training events to assist with logistical support and engage with volunteers
- Participate in development and implementation of policies and practices that center diversity, equity, inclusion, and belonging (DEIB) strategies to support programs focused on growing PCTA's volunteer program and developing a racially diverse, inclusive and equitable volunteer community
- Collect photos, stories, project recaps, and community highlights for the monthly Volunteer Newsletter. Oversee its distribution and regularly communicate with staff about necessary information and contributions



Volunteer Coordinator, continued

Program Administration

- Respond timely and effectively to all volunteer inquiries during the work week
- Assist volunteers in resolving registration challenges and issues
- Oversee program-related volunteer communications, including pre- and post-project and training emails, automated communications, and post-project surveys
- Coordinate with staff and volunteers to develop, implement, and improve tabling materials, opportunities and events
- Manage data, volunteer records, and reports
- Provide administrative support (e.g. data entry, report preparation, and mailings) for various staff and projects
- Perform related duties as required to support and strengthen the mission and purpose of PCTA

Experience and Qualifications:

- A minimum of two years' relevant experience that includes administrative duties, customer service, and project management and coordination
- Embraces equity, diversity, inclusion, and belonging as a personal value
- Ability to interact well with a broad range of people within and outside the organization
- Ability to communicate effectively in writing, on the phone, and in person
- Ability to keep organized in order to track projects and deadlines
- Introductory experience of digital marketing, communications, creative writing, proofreading, editing and social media recruitment & engagement
- Ability to manage detailed information
- Ability to prioritize multiple duties and assignments and meet deadlines
- Ability to work independently and as a team player
- Experience using Microsoft Office, CRM databases, e-mail marketing software; comfortable learning new technology systems as needed

Physical Requirements:

- The ability to work on a computer for several hours at a time
- The ability to walk on uneven ground and off-trail to attend training events
- The ability to lift 25 pounds
- Ability to occasionally travel for trainings and events



Volunteer Coordinator, continued

Typical Working Conditions:

The Volunteer Coordinator will work in the PCTA headquarters office, currently located in Sacramento. This position may be eligible to work remotely, with a minimum of three days per week in the office. This position requires the employee to be at a desk for several hours at a time as most duties will be performed in the office, with occasional overnight and weekend travel for volunteer trainings and engagement events. PCTA will cover travel costs.

Equipment Used:

The Volunteer Coordinator will work at a desk with a desktop computer, necessary computer peripherals, and other common office equipment.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Employee Acceptance _____

Date _____