



Job Title: Special Events & Volunteer Coordinator	Employment Status: Full Time
Department: Administration	FLSA Status: Non-Exempt (Hourly)
Reports to: Development Manager	Location: Anchorage, AK

**Position Summary:** This position is responsible for enhancing and promoting Beans Cafe, Inc. through support of the outreach, marketing and development activities.

### Responsibilities & Duties

#### Volunteer Coordination

- Identify program volunteer needs for The Children's Lunchbox and Bean's Cafe (works in concert with Program Managers and Assistant Managers to ensure volunteer needs are met);
- Must be able to recruit, screen, place, train and track volunteers through a variety of channels;
- Maintain development, evaluation and implementation of volunteer engagement program, including a recognition/appreciation formal program and marketing/recognition plan;
- Interview all potential volunteers in person or by phone;
- Help develop volunteer recruitment and management plans for special projects and events;
- Create meaningful volunteer opportunities and experiences within the organization to meet multiple needs;
- Develop a donor centric philosophy for volunteer engagement, to build meaningful relationships with volunteers, and to include tracking volunteer hours, inviting volunteers to participate in multiple organization activities;
- Perform volunteer screening and background checks;
- Maintain confidentiality in regards to volunteers;
- Work with the Development Manager to create and design a marketing and outreach plan for the volunteer program, including social media, website, and collateral materials;
- Coordinate volunteer schedules and ensure volunteers have sufficient training;
- Develop and maintain strong relationships with potential volunteer sources, i.e. youth groups, churches, schools and corporations;
- Respectfully listen to volunteer concerns and attempt to resolve the issue when possible;
- Seek additional resources available in the community to support activities;
- Act as liaison between staff members and volunteers to ensure good communication, compliance with policies, procedures and liability requirements;
- Maintain volunteer statistics and database;
- Coordinate with Development Manager to utilize social media to recognize volunteers and build organizational awareness in community; and
- Other duties as assigned.

#### Development Coordination

- Assist the Development Manager with the management of donor/volunteer database program, as needed;
- Knowledge of donor database systems, such as Abila FR50, preferred; and



- Knowledge of volunteer matrix and databases preferred.

#### Marketing/Event Coordination

- Fulfill a support role during all organization events;
- Ensure sufficient event volunteers, and marketing of volunteer opportunities;
- Ensure all event volunteers are trained and prepared for events; and
- Ensure follow up with volunteers after events: recognition and thank you's are timely.

#### Skills & Abilities Required:

- Ability to work with a diverse population including, but not limited to: underprivileged adults, mental health issues, substance abuse issues, and domestic abuse issues
- Must be available evenings and weekends when necessary;
- Ability to work flexible schedule;
- Must have a valid Alaska driver's license, own vehicle for local travel, and proof of insurance;
- Must have demonstrated computer skills;
- Completion of a bachelor's degree, preferably in the area of marketing, communication, social services, business or related fields; relevant experience may be substituted for college degree;
- Must understand, read, speak and write clearly in English;
- Must attend and participate in regular scheduled meetings;
- Completes other duties as assigned; and
- Competency in graphic design.

#### Core Competencies:

- Must be able to work independently with minimal supervision;
- Work well in a fast-paced environment;
- Able to manage multiple changing deadlines and priorities;
- Must be able to follow instructions and be able to direct others as needed;
- Must be a productive worker that is reliable and punctual; and
- Must be able to work safely without endangering self or others.

#### Physical demands:

- Must be able to lift 25 – 50 pounds from the ground up;
- Must be able to climb stairs;
- Must be able to stand for long periods of time; and
- Must have manual dexterity sufficient to use hand tools, paint, or lift.

**Work environment:** Bean's Cafe, Inc. has various sites throughout Anchorage.

**NOTE:** Any description of work is a picture of the major responsibilities of a position at a given point in time. Jobs are dynamic and assignments/priorities may change. The primary purpose of this description is to outline and communicate key tasks and expectations for the position. This description does not imply or create a contractual relationship. Bean's Cafe is an at-will employer.



*I acknowledge I have reviewed the Volunteer Coordinator Job Description, and understand the position requirements, responsibilities, duties, skills, abilities, core competencies, physical demands and work environment(s). I understand that if I have questions in regards to this job description, I should direct them to my Manager or Deputy Director for further clarification.*

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_