

Job Description

Job Title: Coordinator of Volunteer Services

Reports To: Director of Operations

FLSA Status: Exempt

SUMMARY

Coordinate all aspects of the zoo volunteer program including recruitment, training, placement, deployment, retention, recognition, tracking, and budgeting. Develop and maintain internal and external partnerships. Support managers and directors in fundraising initiatives.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Work with Director of Operations to establish yearly goals and objectives for volunteer program.
- Work with zoo staff to define department goals for volunteers. Work with managers/directors to establish guidelines and work timetables for new volunteers.
- Establish policies, guidelines, job descriptions and requirements for volunteer recruits.
- Develop and maintain volunteer training manual and handbook and update as necessary.
- Administer volunteer policies and procedures, revising as needed.
- Conduct interviews, orientations, assignments and evaluations of volunteer recruits.
- Plan and implement activities/presentations locally and in surrounding communities to promote and build awareness of the volunteer program.
- Network locally and regionally with other volunteer coordinators on management techniques and promotion methods.
- Collaborate with all staff to establish and coordinate volunteer needs.
- Work with schools, colleges and universities to coordinate both unpaid intern programs and community service work.
- Prepare operational reports including volunteer monthly, quarterly and annual reports. Oversee creation of other statistical reports needed by various departments.
- Receive feedback from staff about observations of volunteer activities and follows through as appropriate.
- Work closely with staff on volunteer issues including handling all volunteer disciplinary/probationary actions and dismissals.
- Create and implement recognition and retention plans for the program.
- Develop and implement an annual evaluation of the volunteer program by the volunteers.
- Other duties as assigned.

SUPERVISORY RESPONSIBILITY

Supervise the volunteers and management of the volunteer program.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to work independently.
- Must be able to develop and manage budgets and assist in grant writing/ fundraising activities.
- Must have experience in developing community partnerships.
- Must be able to play a leadership role in the zoo, representing cross-departmental goals and overarching zoo mission.
- Must be enthusiastic and customer service oriented. Must be able to relate to people in a courteous and professional manner.
- Needs to enjoy working with the public, including diverse populations and people of all ages.
- Must have experience leading a volunteer base of 25+.
- Must have volunteer experience at a non-profit organization.
- Must have the ability to carry out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Needs to be able to interview, hire, and train volunteers; plan, assign, and direct work; appraise performance; reward and discipline volunteers; address complaints and resolve problems.
- Must have the ability to work flexible hours, including weekdays, weekends, holidays and evenings.

EDUCATION and/or EXPERIENCE

A minimum of six years combined education and experience. A bachelor's degree in a life science or education is preferred. Minimum two years leading and coordinating team projects.

LANGUAGE ABILITY

- Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and grants.
- Ability to respond to common inquiries or complaints from customers or members of the business community.
- Demonstrated ability to write clearly and compellingly.
- Demonstrated ability in public speaking.
- Multi-lingual is a plus.

MATH ABILITY

- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Must be able to develop and maintain a budget.

COMPUTER SKILLS

- Proficient and experienced with Microsoft Office applications; particularly Word, Excel, and PowerPoint.

REASONING ABILITY

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid Florida State Driver License.
- Obtain a valid First Aid and CPR card within the first year of hire.
- Negative TB test.

PHYSICAL DEMANDS

In compliance with the Americans with Disabilities Act, the following have been identified as physical requirements of the job:

The employee must frequently lift and/or move up to 35 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is frequently required to stand for long periods and walk distances; climb or balance and stoop, kneel, crouch, or crawl.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

While performing the duties of this job, the employee is occasionally exposed to outdoor weather conditions. The noise level in the work environment is usually moderate.

The duties listed above are intended only as an illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Employee Signature: _____

Date: _____

Naples Zoo, Inc. reserves the right to revise or change job duties and responsibilities as the need arises. This job description pertains to an “at will” position with the Naples Zoo and in no way constitutes a written or implied contract of employment.