

## **JOSHUA M. FREEMAN FOUNDATION JOB DESCRIPTION**

<b>Position Title:</b>	Volunteer Coordinator
<b>Division:</b>	Joshua M. Freeman Foundation
<b>FLSA:</b>	Paid an hourly rate for hours worked
<b>Reports To:</b>	Operations Director
<b>Direct Reports:</b>	None
<b>Date Last Revised:</b>	1/9/19

### **Purpose of the Job**

The Joshua M. Freeman Foundation's Volunteer Coordinator is charged with managing the organization's volunteer program. This individual will oversee the overall management of the volunteer program including recruiting, training, scheduling, venue operations, recognition, retention and evaluation. The ideal candidate is familiar with the community and its needs, possesses strong organizational and communication skills, possesses the ability to create long-term relationships with partners and has a strong history of excellent customer service.

### **Anticipated Work Schedule**

The Volunteer Coordinator will be paid an hourly rate for hours worked. This position works part-time on a year-round basis. Hours are event-driven, including some days, evenings, weekends and holidays. Individual will be expected to work 20 hours or less a week October-March and more than 20 hours a week April-September. The individual will be eligible for overtime pay for hours worked in excess of 40 in a given workweek at a rate of one and half times the hourly rate.

### **Core Values Accountabilities**

The Volunteer Coordinator is accountable to provide leadership within the organization and to live, model and teach the core values as stated:

We are committed to setting the standard for:

- Being leaders in creativity and responsibility
- Being respectful, forthright, and ethical
- Improving our communities
- Enhancing the lives of everyone we touch
- Performing professionally and effectively
- Being approachable, open-minded, and compassionate
- Continual personal and professional wellness, improvement, and growth

### **Standing Accountabilities**

#### **Volunteer Program**

- Develop and maintain best practices to execute the JMFF volunteer program vision: ***To build a sustainable, inclusive, and model volunteer program that reflects the values, vision, core, purpose and the mission of the Joshua M. Freeman Foundation.***
- Schedule and manage all volunteer shifts for The Freeman Stage, administrative support, fundraising efforts and arts in education programs
- Manage and cultivate Student Volunteer Program
- Develop, execute and lead orientation and training program for volunteers

- Maintain and develop volunteer leadership programs including Volunteer Advisory Committee and Volunteer Captain program
- Serve as primary on-site contact at Freeman Stage performances for volunteers
- Analyze and report volunteer data including, but not limited to, hours served, requirements met and volunteer retention rate
- Work closely with the Marketing team to promote volunteer opportunities and recruitment
- Resolves volunteer inquiries and comments professionally and promptly

#### Operations:

- Submit annual budget recommendations for department and track progress towards maintaining these budgets throughout the fiscal year
- Train and manage staff and volunteers on program protocols and standards for use of systems
- Implement relevant policies and procedures
- Interprets data to enable optimal decision-making
- Cross-trained to support and manage the Community Access and Arts in Education programs as required and schedule permits
- Support and maintain a positive work environment
- Support and attend performances and events (evenings and weekends).

#### Fundraising

- Assists in the research and writing of grant applications for core related accountabilities
- Scheduling and management of volunteers to assist with fundraising events and efforts

#### Support to the Executive Director and Board:

- Works with the Executive Director in creating and maintaining relationships between Foundations, local non-profit organizations and other artists and arts organizations in the community
- Support and manage ongoing projects associated with the success of the Foundation as required
- Represents the Foundation in the community by attending and participating in local events and activities
- Demonstrates commitment to the mission of The Joshua M. Freeman Foundation
- Provides support to board meetings and board members
- Participate in continuing education to improve own professional skills

#### **Key Performance Measures**

- Increase organizational effectiveness in the Volunteer program
- Retain and cultivate the volunteer corps
- Meet established revenue goals
- Achieve 95% patron satisfaction
- Timely processing of department reporting
- Completion of projects in timely manner and within budget

#### **Knowledge, Skills and Abilities Required**

- Knowledge of the local communities served by the Foundation, along with available resources and or connections
- Personable, positive and diplomatic individual with integrity and a sense of humor, who works effectively with Board, donors, volunteers and staff

- Strong initiative, self-confidence, creativity, and entrepreneurial skills, one who enjoys working as a team player but also has the capability to work independently and as a self-starter
- Well-organized, able to plan and manage strategically yet have sufficient focus on details to assure effective implementation and follow through
- Genuine interest in the arts and understands and supports the Foundation's mission with natural ability to articulate this mission and role to others
- An innate ability to inspire those working with him/her toward accomplishing common objectives and goals
- A professional presentation and positive flexible attitude
- Ability to communicate both verbally and in written form in an accurate, concise, professional and effective manner
- Ability to travel within the regional area and infrequently outside the Mid-Atlantic area as needed
- Drivers license and in good standing with local DMV and meets insurance requirements of the organization
- Available on weekends and night hours is mandatory

### **Required Experience/Abilities**

- College degree in communication or business preferred
- Experience in one or more of the following required:
  - Working with a non-profit organization or arts organization
  - Managing volunteers, working within teams and peer groups
  - Experience working with community outreach groups
- Ability to prioritize and follow-through on several projects/tasks simultaneously
- Effective organization, time management, and attention to detail
- Budget management
- Ability to articulate and measure results within a variety of metrics including financial, aesthetic, programmatic and experiential
- Demonstrated ability to embrace change, to flourish in a complex and dynamic organization and to be flexible in a constantly evolving, often ambiguous environment
- Demonstrated ability to problem solve and develop contingency plans quickly (and to support staff accordingly)
- Articulate, with solid oral and written communications and presentation skills
- Demonstrated commitment to excellence in customer/client services
- Understanding of working in a non-profit environment with volunteers and limited resources
- Strong technical and computer skills- proficiency with Microsoft Office Suite, and Google Apps required
- Delaware Alcohol Beverage Serving License
- CPR/AED Certified

### **Physical Requirements**

- Sitting throughout the day, working with a computer
- Lifting and moving equipment and materials that weigh up to 30 pounds
- Standing for 4 hours a day or more

This job description includes, but is not limited to, the duties and responsibilities as noted above. The essential functions of this job description are not exhaustive and may be supplemented.

Please send a resume and cover letter to Molly Williams at [molly @freemanfoundation.org](mailto:molly@freemanfoundation.org).

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