



Junior Achievement of Dallas
JA Dallas Volunteer Coordinator
Job Description

The Volunteer Coordinator is responsible for incoming volunteer inquiries, matching volunteers and volunteer opportunities, actively seeking feedback from volunteers and supporting the Resource Development and Education teams in recruitment, training, placement, and overall experience of JA Dallas volunteers.

Scope: Full-time position; out of office 30% of the time (non-exempt)
Reports to: VP, Programs and Education
Interacts Regularly: JA Education and Resource Development Managers
Pay Range: \$16-19/hr.

Responsibilities

- Recruit and match volunteers and JA program opportunities
- Represent JA Dallas at community and volunteer recruitment events
- Coordinate efforts of parent, community, and corporate volunteer groups
- Track the retention rate and performance of on-going individual volunteers and make changes as needed for more effectiveness
- Actively seek feedback from volunteers and implement suggestions as appropriate
- Monitor AssureSign to connect volunteers to programs
- Complete data entry daily
- Teach JA curriculum, as needed

Customer Service

- Plan, design, and coordinate all surveys and feedback communication activities and processes
- Ensure volunteer stewardship is planned and implemented on an on-going basis (e.g. cards, useful information/tips, volunteer opportunities)
- Strong presentation skills and ability to work under stress and meet deadlines
- Good project management and execution skills.
- Ability to work in a team; self-motivated, confident, energetic, outgoing, and organized
- Strong communication and interpersonal skills with face-to-face and telephone connections as primary options
- Work closely with JA Dallas managers to ensure Volunteer information/feedback is used effectively

Data Management

- Maintain accurate past/present/future volunteer information via BCRM (database)
- Provide information using spreadsheets, charts, graphics, etc.

Volunteer Coordinator Qualifications

- High School Diploma; Some college preferred
- Able to use Microsoft Office suite (i.e. Word, Excel, Power Point)
- Able to navigate customer management system (e.g. BCRM)
- Willingness, and availability, to work flexible hours, as needed

Application Process: Please submit resume and cover letter to Laura Hyatt at lhyatt@jadallas.org by March 27, 2020.

This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an "at-will" relationship.