



## **Volunteer Coordinator - Animal Welfare League of Arlington, VA**

### **Volunteer Coordinator**

The Volunteer Coordinator ensures that the day-to-day operations of AWLA's Volunteer Program run smoothly and that volunteers and the staff whom they assist are supported in their needs. This position is responsible for all aspects of volunteer engagement, including recruitment, orientation, scheduling, appreciation, evaluation, and retention. The Volunteer Coordinator works with colleagues on the Development team to ensure that volunteers feel informed, supported, and appreciated for their contributions.

This position is based in Arlington, Virginia.

### **About the Animal Welfare League of Arlington**

The Animal Welfare League of Arlington (AWLA) provides animal adoption and community programs to Northern Virginia and D.C. Metropolitan areas, as well as animal rescue, control, and wildlife services within Arlington County. For more than 75 years, AWLA has remained committed to its mission to improve the lives of animals and the people who love them by providing resources, care, and protection. The Animal Welfare League of Arlington is a nonprofit 501(c)(3) organization.

The Animal Welfare League of Arlington is dedicated to creating a humane community in which animals and people live together harmoniously. For more information, please visit [www.awla.org](http://www.awla.org)

### **Reporting Relationships**

This position reports to the Director of Development and works with a team of four development colleagues. The Volunteer Coordinator also works closely with staff across the organization, volunteers, and the public.

### **RESPONSIBILITIES**

- Serve as primary contact for all general service volunteers by being on-site and available to them during normal business hours, including some nights and weekends.
- Monitor volunteer email account as well as personal work account, responding to all inquiries, questions, and suggestions, whether by phone, email, text, or in-person, in a timely manner (within 24 hours, or as appropriate).
- Ensure that there are adequate supplies for all volunteer roles.
- Develop and execute a plan to recruit, engage, and retain volunteers representing a range of demographic groups.

- Process all volunteer applications.
- Conduct monthly volunteer information and orientation sessions (online or in person, as appropriate).
- Communicate volunteer opportunities to volunteer corps and facilitate scheduling.
- Work with shelter colleagues to identify and update volunteer roles and recruit and train candidates ensuring that all volunteers are adequately trained and thoroughly understand their roles and responsibilities. (Training needs are determined based on volunteer and staff input.)
- Maintain the League's volunteer database, making sure that records are accurate and current, and regularly share volunteer contact information and notes with the Development Database Administrator for entry in the League's donor database (Raiser's Edge).
- Respond and resolve complaints and issues related to and/or regarding volunteers or volunteer matters, seeking assistance of supervisor as needed/appropriate.
- Nurture professional and meaningful engagement for all general service volunteers.
- Host quarterly volunteer appreciation events/programs.
- Pursue relevant training, educational, and networking opportunities to strengthen and improve Volunteer Program.
- Evaluate Volunteer Program annually (at a minimum) to ensure that it is a satisfying experience for volunteers and meets organizational and community needs.
- Maintain and regularly communicate volunteer statistics to stakeholders.
- Participate in the annual budgeting process and carefully monitor program expenses so as to not exceed budget.
- Work with DEV Associate to communicate shelter and volunteer-specific information via email, including production of monthly volunteer newsletter.
- Work with DEV Sr Communications Specialist to communicate with volunteers via Social Media and maintain and supervise volunteer-specific Facebook page.
- Work with DEV Events & Sponsorships Coordinator to create monthly continuing education and training opportunities for volunteers to learn about animal welfare in general and AWLA's services, programs, and philosophy specifically. (Exclusively for volunteers and a benefit of service.)

#### Required Qualifications

- Superior customer service skills and experience.
- Available to work on site during typical shelter operating hours to include early morning, evenings and weekends as necessary and designated by the director.
- Exceptional skill and a true desire to work with people.
- Ability to teach, train, and inspire individuals.
- Ability to communicate clearly, concisely, and confidently, in writing and in person.
- Excellent logistical and organizational skills, including prioritization and time management.

- Ease working both independently and with a team.
- Self-starter with strong problem-solving skills.
- Capacity to juggle multiple duties and tasks simultaneously.
- Ability to remain calm and professional in stressful and sensitive situations.
- Proficiency with Microsoft Office and database management.
- Discretion with confidential information.

#### Desired Qualifications (helpful but not required)

- Experience with nonprofits
- Experience working in the field of animal welfare or animal shelter
- Experience working with volunteers
- Experience with PetPoint software.

#### Personal Characteristics

- Commitment to the mission of the Animal Welfare League of Arlington.
- Ability to think analytically and problem-solve, combined with a willingness to ask questions and work collaboratively.
- Ability and desire to work with volunteers and the public.
- Energetic, hard-working, team-player.
- Positive, enthusiastic, and professional representative of organization, both internally and externally.
- Ability to work in a fast-paced, ever-evolving environment.

#### **Travel Requirements**

This position may require travel to off-site locations where volunteers represent AWLA.

#### **Typical Physical & Mental Demands**

Requires frequent bending, reaching, stooping, kneeling, walking/standing, eye-hand coordination and manual dexterity sufficient to operate a keyboard, telephone, photocopier, calculator and other equipment or machinery. Will have exposure to injured and deceased animals, disinfectant solutions, and variable indoor and outdoor temperatures. May assist in animal restraint and deal with distressed or dangerous animals, and could be subject to bites and scratches. Requires manual dexterity to keep a strong animal on leash or operating a door while holding a strong animal on leash simultaneously. May be required to lift heavy items or animals (upwards of 50 lbs) and be otherwise physically active. Requires normal range of hearing and eyesight to communicate with the public, volunteers, staff, and animals. Also requires flexibility and adaptability to work with frequent interruptions.

Must be comfortable around dogs, cats, small companion animals, reptiles, amphibians and wildlife.

Will be required to receive rabies prophylaxis and tetanus vaccinations.

#### **Compensation**

This is a full time, nonexempt position. Generous benefits include: medical, dental, and vision coverage, 12 annual paid holidays, 3 floating holidays, 7% employer retirement contribution after 2 years of employment and much more. This position qualifies for the

Public Service Loan Forgiveness Program. The annual compensation for this position is \$38,000 which is within the AAWA (Association of Animal Welfare Advancement) designated range. The League pays a salary bonus for language ability in: Arabic, Mandarin, Sign Language, Spanish or Vietnamese.

We welcome applications from people of color, indigenous people, LGBTQ individuals, and other communities that have been marginalized and disproportionately impacted by violence and abuse. The League values a diverse and dynamic workforce and is committed to providing equal employment opportunities to all employees and applicants for employment and promotions without regard to race, color, religion, gender, sexual orientation, gender identity, marital status, veteran status, age, national origin, disability, or any other basis protected by federal, state or local law.

Applications will be considered on a rolling basis. Position will remain posted until filled. **No phone inquiries, please.**