



Job Title:	Volunteer Coordinator	Department:	Development
Reports to:	Sr. Director, Development	Status:	Full time, non-exempt
Location:	Arlington, VIRGINIA	Salary Range:	\$35,600.00 - \$47,000.00

Benefits: We offer premium medical benefits, dental and vision insurance; separate vacation and sick time accruals, 12 annual paid holidays plus 8 annual floating holidays (for 2023); flexible working hours and the opportunity to work remotely a few days per week for qualified positions. After 2 years of employment, employees qualify for a retirement contribution of 7%. This position also qualifies for the Public Service Loan Forgiveness Program and the League pays a salary bonus for language ability in: Arabic, Mandarin, Sign Language, Spanish or Vietnamese. Plus, free pet adoptions, pet vaccines and more!

Summary: The Volunteer Coordinator leads the volunteer program – including recruitment, onboarding, and training – and serves as the primary point of contact for volunteers and the staff they support. This position plays a crucial role in promoting and representing the League in the community and ensuring that community members who volunteer with the League feel valued and successful in their roles. To learn more about the Animal Welfare League of Arlington and how to apply, please visit us at <https://www.awla.org/about/careers/>

Responsibilities include the following however other duties may be assigned:

- Recruit, train, and retain an engaged group of volunteers to support and enhance AWLA's mission. Includes processing applications, conducting orientation sessions, and ensuring that volunteers have the tools and training they need to be successful in their roles.
- Serve as primary point of contact for volunteers.
- Teach volunteers how to use volunteer software (Galaxy Digital) and assist with scheduling opportunities and recording hours, as needed.
- Maintain confidentiality of volunteer records and any personal information shared for the purposes of volunteering at AWLA.
- Provide ongoing training for each volunteer role.
- Organize monthly *Volunteer After Hours* education and appreciation programs.
- Compose/Send weekly Volunteer eNewsletter to provide volunteers/fosters with information about AWLA's current activities, events, and volunteer opportunities.
- Process requests from AWLA staff for volunteer assistance and ensure that volunteers are trained and equipped to successfully accomplish each role or project.
- Address volunteer and staff concerns regarding the volunteer program in a thoughtful, timely, and effective manner.
- Ensure the safety, well-being, satisfaction, and appreciation of all volunteers.
- Coordinate community-hosted events. Staff and/or secure AWLA volunteers to staff events such as KidsGiving, the Fairlington 5k, yappy hour events, etc. *run by outside entities.*
- Represent AWLA in the community, as appropriate.
- Support Development Director and team, as needed.

Supervisory Responsibilities: (with support from the Sr. Director of Development): Volunteers for the Animal Welfare League of Arlington

Qualifications:

- High school diploma or equivalent
- 3-5 years of work experience in a similar role working with volunteers
- Outstanding organization skills, attention to detail, and focus on logistics and accuracy
- Ability to work on multiple projects simultaneously while meeting various deadlines



- Self-motivated and able to work independently in a hands-on work environment and as a member of a team
- Strong technical skills, including proficiency with Microsoft Office applications and Google Suite
- Experience with shelter software, Salsa Engage and scheduling software a plus
- Excellent people and customer service skills, pleasant demeanor, patient and professional
- Comfort with public speaking and speaking to large groups
- Ability to maintain composure in stressful situations
- Ability to engage, inspire and instruct people
- Ability to work comfortably with and around animals following internal procedures and protocols. Some animal handling (cats, dogs, small companions) experience a plus
- Professional image and comportment in representing AWLA, both internally and externally
- Passion and commitment to the mission and the goals of the Animal Welfare League of Arlington
- Discretion and sensitivity with confidential information
- Flexible schedule with the ability to work evenings, weekends, holidays, non-standard hours and overtime when necessary

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.

Vaccination requirement: Upon hire, employees will be required to receive rabies prophylaxis and tetanus vaccinations. We also require employees to be vaccinated against COVID-19.

*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. We aim to maintain a diverse and dynamic workforce and are committed to providing equal employment opportunities (EEO) 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 and positions remain posted until filled. **No phone inquiries, please.** The Animal Welfare League of Arlington is a 501(c)3 non-profit organization.*