

## Comfort Zone Camp

**Position Title:** Volunteer Coordinator

**Classification** – Full-time, Exempt

**Reports to** – Program Director

**Date** – Updated April 2023

### JOB DESCRIPTION

*This position works remote in New Jersey (Somerset, Morris, Hunterdon, Middlesex, Monmouth counties preferred). In-person meetings as needed.*

**Summary:** We are looking for a someone who is a people-person and can encourage and persuade individuals to volunteer at our camps. This person is also detail-oriented and responsible for our database of volunteers and volunteer opportunities. The volunteer coordinator's responsibilities include recruiting and training new volunteers, keeping a database of volunteer information and skills, matching volunteers to opportunities that suit their skills, keeping volunteers informed, and conveying the organization's purpose to the public.

### Objective

The Volunteer Coordinator provides support for Comfort Zone Camp programs:

- By recruiting, retaining and engaging volunteers
- By maintaining the volunteer data base
- By practicing compassionate high touch, high quality, customer service to volunteers
- By serving as the liaison to volunteers
- By collaboratively partnering with other CZC employees to provide an exceptional experience for grieving children and their families

### Essential Functions

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

1. Volunteer Recruitment
  - Responsible for fully staffing 8-10 camps annually with approximately 60+ volunteers each with all volunteer roles (big buddies; therapists; nurses)
  - Solicit volunteers through cold calls, phone calls, emails, social media and networking
2. Camp Volunteer Management
  - Manage volunteer communications before, during, and after camp
  - Able to work on multiple programs at the same time
  - Act as primary contact for volunteers at camp
  - Perform information management, data entry, and statistical tracking for volunteers
  - Ensure background checks are performed and cleared prior to matching on all volunteers
  - Prepare volunteer matching materials and participate in the Matching Process
  - Identify and prepare the Big Buddy share volunteer
  - Coordinate on-site handouts, information, and reports related to volunteers
  - Manage volunteer paperwork
  - Prepare volunteer evaluations for program, and summary after each program session
  - Complete all post-camp tasks related to volunteers
  - Lead on-site volunteer staff meetings and support other camp facilitation as needed

2. Volunteer Training Management
  - Facilitate in-person and virtual trainings for small and large groups
  - Schedule and implement volunteer training calendar
  - Coordinate set up of space and training materials and needs
  - Complete follow-up for assigned volunteer training sessions
3. Community Engagement & Outreach
  - Represent CZC to campers, volunteers, donors and community members including workshops and presentations
  - Lead Volunteer Outreach Strategy, to include recruitment, retention, and re-engagement of volunteers
  - Engage volunteer community through social events and regular communication
  - Collaborate & support the Regional Advisory Committee meetings/members as needed
4. Other Responsibilities
  - Assist with social media and marketing efforts as requested
  - Attend and assist with development/fundraising efforts and events as requested
  - Assist with camper recruitment
  - Oversee projects to support organizational capacity as requested

#### **Core Competencies:**

1. Networking & Relationship-Building Proficiency
2. Sales/Persuasion Skills
3. Volunteer Recruitment & Retention Proficiency
4. Written and Verbal Communication Expertise
5. Organization and Time Management Proficiency
6. Speaking, Training, & Presenting Information Proficiency
7. Ability to Work Independently
8. Adaptability & Flexibility
9. Detail Oriented
10. Confidentiality Expertise
11. Teamwork
12. MS Office Proficiency with Excel Expertise
13. Database Management

#### **Supervisory Responsibility**

This position supervises volunteers in the office and at camp; this role does not have staff supervisory responsibilities.

#### **Work Environment**

This job operates in a professional, fast-paced and flexible office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and printers.

#### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.



While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. The employee must be able to lift at least 25lbs.

### **Position Type/Expected Hours of Work**

This is a full-time position. Days and hours of work are Monday through Friday, 8:30 a.m. to 5 p.m. with occasional evening and weekend hours.

### **Travel**

Travel consisting of 8-10 weekends annually is required for this position. Travel is typically overnight and will primarily be concentrated on weekends and evenings.

### **Required Education and Experience**

1. Bachelor's degree with a minimum of 3 years professional experience in a nonprofit, social services, youth development or camp setting preferably in a volunteer management capacity.

### **Preferred Education and Experience**

Volunteer management in a nonprofit, social services, youth development, or youth camp arena.

### **Additional Eligibility Qualifications**

None required for this position.

### **AAP/EEO Statement**

We're an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.