

[Coordinator, Volunteer Development]

[Full-Time Permanent]

About Us

The Edmonton Humane Society (EHS) has been an animal welfare leader in the Edmonton community since 1907. We strive to be a model of excellence in the advancement of animal welfare and to lead the movement in creating a more humane world. EHS is a safe haven for thousands of homeless animals each year, providing veterinary treatment, behavioral rehabilitation, care, enrichment and rehoming. Beyond animal sheltering, we engage with the community through various programs and services to support happy, lifelong bonds between people and pets.

The Role

The Coordinator, Volunteer Development reports to the Volunteer Manager and assists in the development and delivery of the volunteer program at EHS. This position supports the volunteer program providing input on development and delivery of policy, process, and procedure, and ensures the successful recruitment, recognition, and retention of volunteers.

Key Roles & Responsibilities

Program Recruitment, Orientation and Training of Volunteers

- Work with staff to identify community outreach and fundraising role-based volunteer opportunities
- Coordinate recruitment and orientation and training initiatives in the community for volunteers
- Assist in the set up and maintenance of the volunteer application process
- Create effective and consistent onboarding and off boarding processes and procedures
- Develop plans to meet the identification needs of Volunteers in the shelter and the community

Planning, Reporting and Administration

- Support initiatives outlined in the Strategic Plan for Community Engagement
- Assist in the development of policy, process and procedure review and documentation for the volunteer program through the development of program SOPS (Standard Operating Procedures)
- Assess the need for accommodations within the volunteer program to incorporate individual skill sets and abilities in role-based volunteering; identify resources and plans for future community involvement and expanded diversity in the volunteer program
- Maintain accurate and up-to-date records for volunteers including schedules and recording of the number of volunteer hours, to ensure that internal and external reporting requirements are met [Key responsibilities]
- Ensure volunteer training is kept up to date by developing and implementing processes and materials
- Assist in providing and maintaining accurate programs and volunteer statistics.
- Maintain and ensure confidentiality of volunteers' personal records
- Complete daily administrative duties, answering emails, phone calls, intake process and volunteer management

Customer Service

- Directly engage with volunteers to develop open trusting relationships
- Maintain an effective and efficient CRM (Client Relationship Management) database to manage the involvement of volunteers and to manage volunteer activities, events, and individual volunteer records.
- Assist in resolving volunteer concerns or complaints received via email, phone or in person
- Provide professional and compassionate customer service to all who work, visit, call, email, volunteer, and donate
- Develop and maintain volunteer service descriptions for specific assignments and activities to meet the needs of EHS
- Provide departmental support to team members as needed

Volunteer Recognition program

- Assist in the planning for volunteer recognition that meet the needs of the volunteers and the organization to facilitate continued volunteer engagement and support
- Assist in the planning, launching and maintenance of a Volunteer Years of Service program
- Assess the need for ongoing and regular recognition for Volunteers on a day-to-day and special occasion (National Volunteer Week, Holidays) basis

Education & Requirements

- Post-secondary certificate or degree in a related field (Volunteer or Nonprofit Management, Business Administration, Human Resources) and/or equivalent on the job skills and experience
- Minimum of two years of experience working with individuals in a volunteer service orientated environment; direct experience in supervising and/or managing volunteers is an asset
- Experience in community outreach and event planning is an asset

Skills & Abilities

As the ideal candidate, you have a passion for people (*including volunteerism*), performance and diversity within the lens of animal welfare. You have strong interpersonal communication skills including written and oral proficiency, and have the ability to work in a computerized environment with a variety of software and database programs. In addition, you will possess strong time management skills, the ability to work independently and as a part of a team and knowledge in accounting and budgeting principles

Compensation & Hours

- **Compensation:** EHS offers a competitive not-for-profit compensation package which includes a comprehensive benefits package, and a strong work-life balance.
- **Hours:** 40 hours a week; however, is expected to work hours as required to fulfill department responsibilities. Some evenings and weekends may be required.

How to Apply

If you are looking for a rewarding career in an exciting fast paced environment, we invite you to forward your resume and salary expectations, in confidence, by email to hr@edmontonhumanesociety.com

The Edmonton Humane Society is an equal opportunity employer and we thank all applicants for submitting their resume. However, only those candidates considered for employment will be contacted.