



## Job Description

**Job Title:** Volunteer Coordinator  
**FLSA Status:** Full-Time, Non-exempt  
**Date last reviewed:** April 26, 2018

### Position Summary

The Volunteer Coordinator directs the LHS volunteer program for all volunteers, including those who work directly with the animals, those who assist with administrative tasks and special events, and youth volunteers. The Volunteer Coordinator position is a shared job split between two equal individuals, who both report to the Director of Operations. This position is the primary responsible party for those volunteers, youth and adult, who work directly with the animals (TLC).

### Essential Duties and Responsibilities

- Develops and hosts orientations and program materials for prospective volunteers, youth and adult, both monthly and quarterly.
- Provides training, scheduling and supervision for TLC volunteers in all ongoing programs, including proper dog, cat and small mammal handling and safety skills.
- Maintains volunteer database.
- Evaluates TLC volunteers' performance on a regular basis.
- Retrains, reassigns, or dismisses volunteers as needed.
- Conducts frequent audits of LHS volunteer needs and coordinates recruiting, training, evaluation, and retention efforts with individual departments.
- Compiles volunteer program statistics.
- Answers emails and phone calls regarding the volunteer program.
- Promotes the volunteer program via community outreach, including updating the LHS website as needed.
- Writes volunteer job descriptions as new opportunities develop.
- Provides ongoing recognition for volunteers.
- Works with the Training & Behavior Department and Animal Welfare Supervisors to identify specific animal (dog and cat) concerns and to take appropriate intervention to assure safety of volunteers.
- Ensures proper procedures in the kennels are maintained and followed by volunteers.
- Assures that kennel signage and communication is accurate allowing for appropriate and safe interaction of volunteers with animals.
- Maintains a weekly roster of all TLC volunteers, with complete applications and waivers on file.
- Develops, with the Training and Behavior Supervisor's oversight, recommendations for policies and guidelines governing youth and TLC volunteers.

- Works with Animal Welfare Supervisors to educate and evaluate TLC and youth volunteers.
- In conjunction with the Animal Welfare Supervisors, evaluates the dog and cat population needs and directs TLC volunteers accordingly.
- Assures that volunteer areas are supplied and ready for volunteer usage and maintains inventory of volunteer t-shirts and informational packets.
- Produces and maintains Volunteer Department SOPs
- Works in support of the Foster Department as needed.

### **Job Qualifications**

#### Education and Experience:

- High school diploma or general education degree (GED), plus a minimum of 1 year volunteer management or related experience; or equivalent combination of education and experience (animal welfare experience a plus).

#### Knowledge, Skills and Abilities:

- Excellent customer service skills.
- Demonstrated excellent verbal and written communication skills.
- Excellent interpersonal communication and public speaking skills.
- Proficiency with Microsoft Office and database management (and the ability to learn new software as necessary).
- Comfort level and experience with handling dogs, cats, and small mammals.
- Enthusiastic, dedicated team player
- Ability to share duties with a colleague

#### Working Conditions:

- Office and animal shelter environment.
- Potential exposure to high noise levels and zoonotic diseases.
- Occasional lifting of up to 50 pounds.
- Frequent use of computer and telephone.