



Maui Humane Society
Job Description

Job/Position Title: Volunteer Coordinator

Status: Nonexempt

Date: October 2021

Primary Purpose: Oversee day to day operations of MHS volunteer program including the recruitment, training, assignment and management of volunteers to enhance MHS operations, programs and events. This position reports to the Community Services Manager and Director of Community Outreach.

Workers Supervised: Volunteers

Essential Duties/Responsibilities:

1. Create, maintain and update volunteer manuals, training materials, volunteer applications, scheduling and policies and procedures (SOP's) as needed.
2. Screen volunteer applicants and provide orientations, training and assignments in a timely manner. Also, cultivate a more refined "volunteer mentorship" program to further enhance training of new volunteers and if needed, coordinate training with appropriate directors/managers.
3. Communicate with volunteers, MHS staff, and management regarding any questions, problems, needs or issues that arise. Work with relevant directors and managers to resolve any violations or concerns.
4. With input from relevant directors, create and maintain volunteer teams and thorough descriptions for the team duties.
5. Monitor volunteer satisfaction and performance on a regular basis. Conduct regular evaluations of volunteer program with staff and volunteers
6. Maintain the volunteer database and ensure that the database and volunteer files are current, including the tracking of 'Fear Free certification' and COVID vaccines.
7. Know and enforce safety protocol and accident response procedure. Report any safety hazards or unsafe use of MHS equipment.
8. Create and implement Volunteer Recognition Program including annual "Volunteer Appreciation" event; monitoring the updating of volunteer name tag colors based on hours accrued and acknowledgment of exemplary performance.
9. Assist with volunteer engagement through social media, create & distribute weekly e- newsletters, generate reports from volunteer software programs, posts on FaceBook.
10. Assist with ongoing fundraising, education or marketing needs and community outreach events
11. Provide monthly reports to the Community Services Manager/Director of Community Outreach as well as specialized reports as needed; including providing quarterly information for the County report.
12. Help promote fundraising activities and solicit support of agency overall
13. Interact with co-workers and volunteers in an efficient and courteous manner to ensure a cooperative team environment amongst all departments
14. Maintain and promote a positive public image standard relevant to MHS
15. Attend and participate in departmental and shelter meetings. Attend educational training as recommended/approved
16. Other duties as assigned by the Community Services Manager and Director of Community Outreach



Working Conditions: The Volunteer Coordinator has an air-conditioned office space with a dedicated computer. Work may also be conducted at alternative venues and/or in the community as assigned by the Community Services Manager and Director of Community Outreach. Vehicle(s) for this job include personal vehicle (refer to vehicle allowance policies) or use of the shelter vehicle(s), as needed.

Equipment Use: Use of basic office equipment. Training equipment will include common items used for animal care such as harnesses, collars, etc. There may be other equipment used for events such as tents, audio equipment, hand carts, etc.

Work Hours: This is a full time position requiring 40 hours per week and the current schedule is Tuesday-Saturday from 8:30-5pm which includes a mandatory 30 minute unpaid lunch and two 15 minute paid breaks, as needed. Flexibility is required as the schedule is subject to change to provide coverage at events and other venues and/or to allow supervision of volunteers when necessary and when approved by the Community Services Manager and/or Director of Community Outreach.

Mental Demands: Must have ability to multitask, meet deadlines and handle stress. Exemplary communication and people skills are a must. This position requires the ability to work independently while functioning in a team environment. Position requires excellent organizational skills, a high level of accuracy and attention to detail.

Physical Demands: Must be able to work indoors and outdoors, and be on your feet for extended periods of time. Position also requires desk and computer work. Must be able to safely handle and control all types of domesticated animals (dogs, cats, etc.).

Minimum Requirements:

- Minimum high school graduate. Two year college degree or related work experience with volunteers, community outreach, education and/or supervising others preferred
- Experience with MS Office, Excel, Google Office and social media including Facebook
- Strong attention to detail with a high degree of accuracy and organization.
- Goal oriented self-starter. Must be willing to work both independently and as a team.
- Must be able to meet deadlines.
- Professional demeanor both in appearance and in conduct.
- Must be able to show discretion when working with confidential material.
- Strong written and oral communication skills, including public speaking.
- Valid Hawaii driver's license and clean driving and criminal record

General Qualifications:

- Must have a passion for animals and support the mission of the Maui Humane Society.
- Must treat animals humanely, with love and concern both on and off the job, and transmit these values to others.
- Must adhere to all local laws regarding personally owned animals
- General knowledge of pet behavior and care. Ability to work with all kinds of animals in a safe and responsible manner.
- Positive attitude is a must!



Additional Qualifications that would benefit this position:

- Previous experience in volunteer management.
- Previous experience with Volgistics, Constant Contact and Facebook software
- Previous marketing and fundraising experience.
- Previous experience in animal welfare or related field