



Ronald McDonald House Charities of the Carolinas
Greenville, SC

Volunteer Services Coordinator

Department: Development

Reports to: Director of Administration and Development and the Executive Director

Status: Full time, Exempt

Benefits: Negotiable

Job Purpose/Overview

Primary: Responsible for the recruitment, engagement, record keeping, retention and recognition of volunteers providing service at the Ronald McDonald House Charities (RMHC) of the Carolinas.

Secondary: Responsible for managing the RMHC of the Carolinas' silent auction within its two largest fundraising events.

Responsibilities:

- Review and respond to all volunteer inquiries, and distribute to appropriate departments
- Prepare weekly volunteer newsletter
- Conduct weekly volunteer interest meetings
- Organize and manage volunteer pool for events
- Actively pursue involvement in community activities for the sole purpose of recruitment of volunteers
- Participate in programs of public education and advocacy as it pertains to the volunteers
- Manage all communication and training for volunteers
- Conduct pre and post volunteer experience interviews and surveys to assure positive outcomes and continued volunteer engagement.
- Assist with daily supervision of all in house volunteers and third party events where volunteers are present
- Give tours of the campus for all groups as it may pertain to future recruitment of volunteers, be sure to align with development in case there is an opportunity for donors in the setting.
- Coordinate, supervise and is accountable for the daily activities of volunteer groups on campus
- Maintain records on volunteer teams and groups along with online calendars
- Manage volunteer acknowledgement notes and recognition
- Manage yearly volunteer recognition activities
- Remain current in general office technology. Train volunteers to use office and specialized equipment when appropriate
- Manage and procure donations towards the all auctions related to the House's fundraising events
- Assist with managing interns as it relates to silent auction procurement and organization

Key Competencies:

- Exceptional oral and written communication skills
- Relationship building and interpersonal skills
- Comfortable in recruiting and working with a varied age of volunteers
- Willingness to adjust hours to accommodate the needs of the job
- Detail oriented and organized

- Ability to motivate, encourage and excite others to generate interest and serve our mission and families
- Ability to problem solve and analyze data
- Adapt to changing situations calmly and effectively
- Proficient in basic computer applications, such as word processing, spreadsheets, and internet usage. Record keeping skills (for admissions and marketing)

Minimum Qualifications:

- Preferred one to three years of hospitality/volunteer service experience
- Bachelor's degree (or an equivalent combination of education and experience)
- Excellent written and verbal communication, research and organizational skills
- Proficient computer skills including contact management database experience
Interest, enthusiasm and affinity for non-profit organizations and working with people

Physical Requirements

- This position requires lifting up to 5-15 lbs at times in regard to preparation for events. The position also requires walking, standing and sitting.

Time Commitments:

- Hours are generally Monday through Friday, between 9 a.m. and 5 p.m.
- Must be available for special events, training, onsite volunteer management at the House or at third party events

Please send resumes to Kate Venuto at kvenuto@rmhcarolinas.com