



VOLUNTEER COORDINATOR

Tourism Cares is seeking a part-time Volunteer Programs Coordinator to join our high performing team which creates opportunities for the travel and tourism industry to come together to give back through volunteering at tourism destinations in North American and even around the world. Learn more at: <http://www.tourismcares.org/legacy/>.

THE POSITION

The Volunteer Programs Coordinator is as a key new member of the events team and possesses superior communication skills, both verbal and written, the ability to multi-task with exceptional attention to detail – and the eagerness to travel! This friendly and enthusiastic associate will assist the destinations team in all programs and areas. Reporting to the Director of Volunteer Programs and working closely with the Volunteer Programs Manager, this is a part-time position located in the Tourism Cares office in Norwood, MA.

DUTIES

Volunteer Program Management

- Create, track and report Tourism Cares volunteer program event registrations – via Click & Pledge registration platform
- Point of direct contact for volunteers before, during and after the event

Volunteer Stewardship

- Schedule personal check-ins and updates on Tourism Cares programs, site progress, etc. with volunteers and site contacts on a regular basis post-event

Development

- Create and distribute sponsor acknowledgements letters
- Assist the Volunteer Programs Manager with the fulfillment of sponsor benefits – including logo recognition, social media mentions, etc.
- Update Salesforce with leads, communications, points of contact, etc. as it relates to volunteer programs

Other Tasks

- Source and manage event-related vendors (like.g. for lunch, transportation, etc.)
- Track the industry calendar for updates, leads and tie-ins to Tourism Cares programs. Update Tourism Cares events on all industry calendars
- Follow-up with donors via letter, phone and online as needed
- Event related research where applicable

QUALIFICATIONS

- Highly capable in Microsoft Office, Salesforce and social media platforms
- Minimum 1 year experience in a related position, preferably at a nonprofit organization.
- Self-starter with extraordinary organizational skills and attention to detail
- Skilled at customer service, relationship building and interpersonal communications
- Excellent verbal and written communication skills
- High energy with the focus necessary to coordinate events under deadlines
- Able to interact externally with all levels of staff, volunteers, and donors
- Flexibility with hours and schedule to accommodate events and workload
- We are in a fun business and want someone who reflects our industry culture. Great sense of humor is a must!

ADDITIONAL DETAILS AND HOW TO APPLY

This is a part-time position (*approximately 25 hours per week*) with a competitive hourly salary, based at Tourism Cares (20 Vernon Street, Norwood, MA). Travel to Tourism Cares volunteer events may be required (*3-4 trips per year*).

Tourism Cares is an Equal Opportunity Employer and will not discriminate on the basis of sex, race, ethnicity, or orientation. This job description may be changed as management deems necessary.

To apply, please send a resume and letter of interest to Jessica.ahern@tourismcares.org. *Please reply by September 8, 2017.*

ABOUT TOURISM CARES

Tourism Cares, Inc., a US 501(c)(3) public charity, advances the travel industry's social impact to help people and places thrive. We unite the industry to make a greater impact on shared priorities, and to help each company fulfill its giving goals. Our members include leading travel associations and companies, together helping destinations in need, supporting our workforce, and improving our corporate social responsibility. Recent volunteer projects include work in Oakland, Detroit with upcoming projects in Providence and Toronto. Learn more at www.TourismCares.org and @TourismCares.