Out Boulder County

Title: Volunteer Coordinator
Hours: 40 hours per week
Wage: $16 to $17.42 per hour, depending on experience
Benefits: Personal Time Off, Holidays, Health, Dental, Vision, Disability, Retirement Plan
Reports to: Corporate Sponsorships and Special Events Manager with a dotted line to Education and Program Manager

Our Mission: We educate, advocate and provide services, programs and support to Boulder County’s lesbian, gay, bisexual, transgender and queer communities (LGBTQ).

Description of Work: The Volunteer Coordinator will be responsible for a variety of important projects related to our volunteer core. This position will be responsible for recruiting, interviewing and managing volunteers who support OBC’s programming, events and office. This position is regularly required to attend events outside of normal work hours. This position will also be responsible for other duties as assigned, including but not limited to: fundraising, events, staffing office, answering telephone calls, managing volunteers, and assisting members of the community who are seeking resources.

Duties
Workload is seasonal; day-to-day tasks will change as events and programs change, but will generally include:

Front Desk Coordination
- Manages front desk operations, including office calendars & space usage
- Trains, supervises, and schedules Front Desk Volunteers
- Updates the Front Desk Volunteer training manual
- Receives and distributes incoming and outgoing mail and deliveries
- Maintains the lobby and other common areas as appropriate for guests

Volunteer Management
- Recruits volunteers to meet agency needs for programs, services, and events
- Screens, interviews, and maintains record keeping for volunteer applicants
- Develops and manages volunteer relationships
- Facilitates Volunteer Training twice a year
- Oversees volunteer data collection, including skills and interests, hours of service, services provided, and demographic data
- Evaluates volunteer performance with respective staff, including feedback and exit interviews
- Maintains a volunteer recognition program, including volunteer appreciation event(s)
- Maintains the Volunteer facebook page

Event Volunteer Coordination
- Identifies volunteers for major events with Special Events Manager, including but not limited to: Longmont and Boulder Prides, The GAYLA, and the Garden Party
- Organizes volunteer shifts and duties; ensure primary functions are covered by trained volunteers
- Trains volunteers on their duties
- Communicates with volunteers
- Attends and manages volunteers for all OBC events
- Puts together all material relevant to volunteers and their posts for all OBC events
- Attends 3rd party tabling events on behalf of OBC

Facilitator Coordination
- Maintains contact information for all group facilitators
- Ensures all facilitators are trained on policies and space usage requirements and ensures compliance
- Tracks hours and submits data for payment for the paid positions
- Coordinates with the Education & Program Manager on facilitation, mental health, and equity trainings for facilitators and volunteers
Updates calendar for group meetings as relevant, and works with Online Content Coordinator to ensure accuracy of group information on website and other social media channels

Coordinates with facilitators to collect group attendance, attendee demographic data, and biannual group evaluations

Speaking Out Program Coordination

- Screens Speaking Out panel requests, communicate with hosts and volunteers before and after panels
- Secures volunteers for panels, fills in for panelists as needed
- Facilitates Speaking Out Trainings twice a year for volunteers, may coordinate with Education & Program Manager
- Maintains updated volunteer log and paperwork, internally and with BVSD
- Promotes Speaking Out Program to potential hosts

Desired Qualities

- Commitment to agency mission, vision, and goals
- Upholds organizational commitment to diversity and inclusivity
- Demonstrates leadership abilities and interpersonal skills to promote positive team and staff morale
- Friendly and welcoming while maintaining professional boundaries
- Strong organizational and time management skills
- Demonstrates sensitivity to HIV, mental health, substance use, and poverty issues
- Able to manage highly confidential information
- Commitment to high quality customer service
- Excellent verbal and written communication skills
- Self-starter and team player

Qualifications

- Bachelor’s degree and nonprofit experience preferred
- Computer proficiency required, including familiarity with Microsoft Office Programs, including Excel, Word, and PowerPoint, and Google Drive. CRM experience preferred.
- Highly organized
- Access to reliable transportation required
- Bilingual Spanish/English language skills strongly preferred
- This position is physically demanding and requires the ability to lift 50 pounds for several hours at a time, work at a computer for three hours a day or more and tolerate numerous interruptions throughout the day.
- Must have a valid driver’s license and safe driving record
- Job offer contingent upon completion of background check

Personal Qualities:

- Committed and enthusiastic about Out Boulder County’s mission and programs with knowledge of LGBTQ communities and issues; Equipped to work with diverse individuals
- Straightforward and self-assured; one who shares information readily; listens as well as gives advice and respects the abilities of others; diplomatic and empathic
- Creative and adept at planning, prioritizing, organizing and following through; highly energetic and able to balance multiple competing priorities
- A team player; able to work cohesively with others and perform related tasks effectively.
- Healthy in relational skills. One who listens well, speaks respectfully and assertively, honors diverse perspectives, patient, and honest
- Energetic and willing to work flexible shifts, including some nights and weekends;
- Emotionally mature with a sense of humor to maintain balance.

Out Boulder County is an affirmative action employer. All interested individuals, including people of color, women, persons with disabilities, formerly incarcerated people, and persons who are lesbian, gay, bisexual, transgender, and/or intersex are particularly urged to apply.

**How to Apply** Send a resume and cover letter and references to jobs@outboulder.org. Deadline to apply is January 5, 2020.