



## Volunteer Coordinator Job Description

**Reports To:** TEC Board President

### Overview:

The Volunteer Coordinator will support the mission, vision, and core values of TEC and maintain the necessary Professional Association Therapeutic Horsemanship (PATH) requirements associated with volunteerism. This person is responsible for scheduling volunteers for TEC's weekly lessons and other equine-assisted services. This includes producing various schedules while ensuring the volunteers are appropriately assigned and notified in a timely manner. This person communicates with all volunteers quickly and efficiently, being respectful and professional with all forms of communication. Other duties include reviewing and updating volunteer records. The Volunteer Coordinator also assists with recruiting and training volunteers. This person works in conjunction with the Volunteer Coordinator Associate (VCA) and other TEC staff and Board of Directors, and attends occasional meetings.

### Minimum Requirements:

- Must possess the ability to create and maintain positive relationships with the general public, participants and their families, volunteers, visitors, and TEC staff and Board of Directors. This includes being onsite a minimum of once a week.
- Be mindful of each volunteer's preferred form of communication.
- Keep accurate records of a volunteers' availability, skill sets, and personality traits to be able to match volunteers with participant needs and their ability to be a supportive member of a particular team.
- Requires the ability to follow instructions, be self-motivated, meet deadlines, and complete tasks independently.
- Be a detailed-oriented person who can multitask.
- Exercises excellent time-management and organizational skills.
- Adapts to change and variety in the workplace.
- Works well with other staff members; be a team player.
- Be familiar with Google Drive, Excel, Word, and file sharing platforms.
- Communicates professionally via phone, text, social media, and through their own TEC e-mail address in such a way that volunteers feel appreciated.

### Desired Requirements but not required:

- Experience working with people with disabilities.
- Background with horses and different types of tack.
- Previous experience working with volunteers.
- Use of Salesforce or other web-based data programs.
- Experienced in effective use of all forms of written and oral communication.
- Ability to be onsite weekly to foster relationships with volunteers and staff.

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**cont. Volunteer Coordinator Job Description**

**Major Areas of Responsibility:**

- The Volunteer Coordinator communicates with instructors on a weekly basis to ensure that volunteer skill sets and personalities match the needs of the weekly therapeutic riding lessons and other TEC equine-assisted services.
- Communicate with volunteers in a positive, professional manner to ensure they are aware of their assignments and any last-minute decisions related to their assignment or class cancellations.
- Be knowledgeable about each volunteer to ensure that they have the skills necessary to perform the task assigned and match the participants and other volunteer needs.
- Find substitutes for lessons and other equine-assisted activities.
- Review volunteer records to maintain a current and accurate spreadsheet of all volunteers, their duties, areas of interest, availability, and their contact information.
- Ensuring that the Volunteer Coordinator Associate (VCA) has the most up to date information to enter into Salesforce.
- Oversee the Volunteer Committee.
- Develop a volunteer recognition plan to be used throughout the year.
- Determine volunteer satisfaction through surveys or occasional meetings.
- Assist with the ordering and delivery of TEC Wear.
- Attend TEC Instructor/Program meetings, volunteer training, and other occasional meetings.
- Work with agencies; such as, United Way and use VolunteerMatch.com to obtain volunteers.
- Assists with the recruiting and training of volunteers.
- E-mail announcements to current and inactive volunteers in a timely manner.
- Maintain volunteer files located on site. Each volunteer file must be reviewed annually by the volunteer.

**Other Areas of Responsibility:**

- Maintain an electronic copy of the lesson schedules and other equine-assisted service schedules to utilize for future sessions.
- Make volunteer name tags.
- Participate in the Therapeutic Riding Centers Volunteer Managers Group on Facebook.
- Complete and sign a bi-weekly time card that is sent to TEC's Treasurer.
- Ensure that the Volunteer Coordinator Associate (VCA) has accurate information about each new and existing volunteer to enter into Salesforce.
- Assist with the organization of special project work days for Volunteer Work Groups.

**Other Areas of Responsibility:**

- Other duties as assigned.

***This is a paid, part-time position. Pay rate starts at \$14/hour. Approximate work hours per week range from 10 to 15 hours. Interested candidates, please send a cover letter and your resume to Alesha Seroczynski at [aseroczynski@hcc-nd.edu](mailto:aseroczynski@hcc-nd.edu).***