



Habitat for Humanity[®]

of Wake County

Serving Wake and Johnston Counties

VOLUNTEER ENGAGEMENT COORDINATOR

DEPARTMENT: Volunteer

LOCATION: 2420 North Raleigh Boulevard, Raleigh, 27604

SUPERVISOR: Community & Volunteer Engagement Manager

SUMMARY:

The Volunteer Engagement Coordinator (VEC) is primarily responsible for the management of the volunteer database (VHUB) The VEC will also assist in recruiting and retaining new volunteers by actively engaging in community events, fairs, and targeted marketing efforts. Responsibilities also include, but are not limited to, providing on-site hospitality for construction volunteers, engaging new and diverse volunteers and assisting in the development of new and ongoing volunteer appreciation events.

This is a Full Time Non-Exempt position requiring flexibility to work evening and weekend hours as needed for meetings and projects. The VEC will likely spend on average at least five days per week, Monday – Saturday (40 hour work week with 6-8 hour days).

ESSENTIAL FUNCTIONS:

- Manage all aspects of the Volunteer Database
- Manage process to generate necessary reports, run analytics and develop additional reporting tools
- Monitor weekly, monthly and long-term data trends, proactively reporting issues/concerns to the appropriate staff
- Assist with the management of Volunteer Engagement Program
- Develop a plan in conjunction with Community & Volunteer Engagement Manager to recruit and retain new volunteers, with a focus on community groups and regular volunteers
- Actively recruit volunteers by visiting businesses, attending fairs and speaking at community events
- Manage the recruitment and hospitality for out-of-town groups, such as Collegiate Challenge and Care-A-Vanners
- Provide outstanding customer service to all volunteers and assist in the recruitment of all Habitat volunteers
- Actively engage volunteers by attending wall builds and site builds to provide support and serve as hospitality
- Ensuring all builds have adequate volunteers proactively following up with participants as needed
- Lead volunteer appreciation program
- Passionately support the vision and mission of Habitat for Humanity
- Work in partnership with team to ensure Volunteer database accuracy and monitor and communicate weekly fill rates
- Manage process to generate necessary reports for various departments weekly
- Manage all volunteer communication emails by collaborating with the Communications Department
- Respond to email and phone requests to volunteer within 24 hours

Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities and hope.

Together, We Build.

www.HabitatWake.org



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- Provide communications to house leaders and regular volunteers

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Excellent communication skills, both verbal and written to be used internally and externally
- Strong interpersonal skills with the ability to work independently and collaboratively in a fast-paced, energetic environment.
- Demonstrated ability to multi-task on a daily basis, realizing the need for detail-oriented work.
- Excellent public speaking skills with the ability to serve as a spokesperson for Habitat Wake.
- Ability to establish and maintain excellent working relationships with supervisor, co-workers, volunteers and donors.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:

- HS diploma & 2 yrs experience working with volunteers or a Bachelor's degree in a related field
- Two years of experience in a progressive non-profit organization is highly desired
- The ideal candidate will have excellent interpersonal and communications skills with a strong passion for the organization's mission.

APPLICATION PROCESS:

- If interested, please email a cover letter and resume to: edmundoyanez@habitatwake.org

NOTE:

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the position. All employees may have other duties assigned at any time.

We are an equal opportunity employer. Applications are considered for positions without regard to veteran status, uniformed service member status, race, color, religion, sex, sexual orientation, physical or mental disability, genetic information or any other category protected by applicable federal, state or local laws.

THIS COMPANY IS AN AT-WILL EMPLOYER AS ALLOWED BY APPLICABLE STATE LAW. THIS MEANS THAT REGARDLESS OF ANY PROVISION IN THIS APPLICATION, IF HIRED, THE COMPANY OR I MAY TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE.

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