

Job Title: Habitat Store Volunteer Coordinator

Position Location: Charlottesville, Virginia

Reports to: Operations Manager

Employment Type: Full-time, Exempt-Administrative, salaried. \$27,500/year. Includes occasional evenings and weekends.

Scope of Responsibilities:

Habitat for Humanity of Greater Charlottesville (Habitat) is a nationally-renown, innovative non-profit housing organization creating simple, decent, affordable housing in partnership with low-income families, volunteers and the community of Greater Charlottesville. Homes are built with a volunteer labor force including homeowner families, corporate, civic, and church groups. Additionally, Habitat owns and operates the Southwood Mobile Home Park with the goal of redeveloping it as a mixed-income, mixed-use community for current and future residents. Habitat is an affiliate of Habitat for Humanity International, a non-denominational global housing ministry dedicated to eliminating housing poverty worldwide.

The Volunteer Coordinator is tasked with effectively recruiting, training, supervising, and nurturing a solid volunteer base to support all aspects of store operations.

Prerequisite Requirements:

- Professional demeanor and attitude at all times befitting a public representative of Habitat for Humanity of Greater Charlottesville
- Experience coordinating volunteers preferred
- Non-profit experience preferred
- Ability to multi-task, plan, organize, and execute multiple projects and meet deadlines with high quality work
- Excellent writing, communication and organization skills
- Strong discretion and judgment
- Proficient in Microsoft Suite and Google Suite
- Proficient in social media platforms
- Able to think strategic and creatively
- Positive, "can do" personality
- Sensitivity to the needs of people from multiple cultures and backgrounds
- Commitment to Habitat for Humanity's mission of service to others
- Ability to lift 25-50 lbs. and be on feet for long periods of time in extreme temperatures
- Driver's license and insurable driving record
- Flexibility to work occasional nights and weekends

Responsibilities:

- Recruit volunteers to assist in daily store operations
- Schedule all volunteers at direction of Store Manager and Operations Manager to ensure thorough and consistent coverage at the store and special events
- Exercise discretion and independent judgment with regard to recruitment, acceptance, training, and assignation of volunteers
- Effectively evaluate incoming volunteers and communicate their skills/interests to appropriate staff
- Perform all necessary training to ensure success and safety of volunteers
- Ensure that volunteers adhere to established store policies and procedures
- Supervise community service workers and volunteer groups as needed
- Ensure all volunteers are consistently provided with appropriate tasks and held accountable for performing these tasks completely and safely
- Ensure retention of volunteers through recognition and productive use of their skills/interests/time
- Provide friendly and personalized customer service on sales floor to drive sales and ensure optimal customer/donor experience
- Be an expert on all policies, procedures and sales floor activity; Provide retail support as needed at the direction of the Store Manager and Operations Manager
- Proactively and effectively interact with affiliate Volunteer Manager, sharing resources and strategizing, to advance overall affiliate goals
- Explore and pursue partnerships with local organizations to enhance volunteer participation
- Work closely with the Operations Manager to ensure representation at appropriate conferences, fairs, and other community events to promote awareness of the store
- Take pictures of volunteers and post regularly on social media platforms
- Be knowledgeable about Habitat's mission and convey it effectively to customers, donors, and volunteers

(50% on sales floor, 50% off sales floor)