

Job Title: Habitat Store Volunteer Coordinator

Position Location: Charlottesville, Virginia

Reports to: Operations Manager

Employment Type: Full-time, Exempt-Administrative, hourly. \$13.25/hour.

Schedule: 4 Weekdays TBD and Saturdays

Benefits: 20 days of PTO, 9 paid holidays, Medical insurance, Long term disability, Dental/Vision insurance, Life insurance, Accident insurance, Simple IRA retirement plan

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 presentation, demeanor and attitude at all times befitting a public representative of Habitat for Humanity of Greater Charlottesville
- 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 Office and G-Suite
- Ability to learn database/scheduling systems
- Proficient in social media platforms
- Able to think strategically and creatively
- Positive, "can do" personality
- Sensitivity to the needs of people from multiple cultures and backgrounds
- Sensitivity to the needs of people with disabilities
- 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 weekends and occasional mornings/evenings.

Preferred Prerequisites:

- Experience coordinating volunteers preferred
- Non-profit experience preferred
- Retail Experience

Responsibilities:

Develop/Organize the Volunteer Program

- Develop and implement effective strategies to recruit the right volunteers with the right skills
- Promote volunteer program to gain community support
- Explore and pursue partnerships with local organizations to enhance volunteer participation
- Effectively evaluate incoming volunteers and communicate their skills/interests to appropriate staff
- Ensure volunteers are given the appropriate training to be successful in their position
- Ensure that volunteers adhere to established store policies and procedures
- Proactively and effectively interact with affiliate Volunteer Program Manager, sharing resources and strategizing, to advance overall affiliate goals
- 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
- Manage Store volunteer website landing page

Lead the Volunteer Program

- Orient volunteers to increase their understanding of Habitat for Humanity and the Habitat Store's role
- Exercise discretion and independent judgment with regard to acceptance, training, and assignment of volunteers
- Schedule all volunteers to ensure thorough and consistent coverage at the store and special events
- Ensure volunteers are given the appropriate training to be successful in their position
- Lead volunteer groups on specified store projects with support from Store Manager
- Interact daily with individual volunteers to ensure productive use of their skills/interest/time
- Ensure all volunteers are consistently provided with appropriate tasks and held accountable for performing these tasks completely and safely
- Plan and implement formal and informal volunteer recognition activities to show appreciation for their contribution to Habitat
- Train Staff to work effectively and cooperatively with volunteers

Support Store Operations/Habitat Mission

- 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
- Be knowledgeable about Habitat's mission and convey it effectively to customers, donors, and volunteers

(60% off sales floor, 40% on sales floor)

Last modified 3-09-20