



JOB DESCRIPTION

Position: **Volunteer Services Coordinator**

Reports to: **Volunteer Development Manager**

Position Status: **Full-Time, Exempt**

Department : **Volunteer Development**

Effective: **July 2009**

Replaces: **All Previous**

Position Number: **RC-16-09**

Posting Date: **July 24, 2009**

1st Closing Date: **July 31, 2009**

Position Summary: The Volunteer Services Coordinator coordinates with the Volunteer Development Manager to deliver the volunteer development process church wide and in the community. Provides direction and consultation for all volunteer functions within the Rock church to help build a strong ARMY of volunteers by performing the following duties.

Job Responsibilities and Duties:

1. Coordinates Volunteer Central which is connecting volunteers with Rock staff to assist with projects during the work week in the Rock offices and tracking of all volunteer hours.
2. Oversee the validation of DO Something hours submitted online through idosomething.org.
3. Coordinates with church staff and ministry leaders to develop, promote, and maintain a wide range of volunteer opportunities within organization, including internships programs.
4. Connects community service applicants to volunteer opportunities within the Rock church or in the community.
5. Informs volunteers of policies, procedures, and standards of volunteer service as needed.
6. Develops and maintains monthly church wide volunteer newsletter, volunteer benefits and community resources provided by local business vendors.
7. Organizes and participates in volunteer recognition programs.
8. Maintains accurate records and provides timely statistical and activity reports on volunteer participation.
9. Prepares reports, memos, letters, and other documents, using word processing, spreadsheet, database, or presentation software.
10. Proficient in Word, Excel, Google docs, WuFoo, Survey Monkey and Publisher.
11. Read and analyze incoming communication and reports to determine their significance and plan their distribution.
12. Operate telephone switchboard to answer, screen and forward calls, providing information, taking messages and routing information as needed to appropriate departments.
13. Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.
14. Prepare responses to correspondence containing routine inquiries.
15. Perform general office duties such as ordering supplies, maintaining records management systems, and performing basic bookkeeping work.
16. Prepare agendas and facility arrangements for team or committee and/or advisory board meetings.

The above summary of duties represents the major tasks and duties. This is not intended to be an exhaustive list of all responsibilities. Therefore, the individual may perform other related tasks under the direction of the Volunteer Development Manager.

Job Skills and Requirements:

1. Associate's degree; or 1 to 3 years of related experience and/or training; or equivalent combination of education and experience.
2. Adapts to changes in the work environment; able to deal with frequent change, delays, or unexpected events.
3. Identifies and resolves problems in a timely manner; Works well in group problem solving situations; strong team player.
4. Responds promptly to requests for service and assistance; meets commitments.
5. Listens and gets clarification; responds well to questions.
6. Ability to work well with timelines and short deadlines.
7. Ability to work in a high volume environment while maintaining solid creativity and quality.
8. Demonstrates accuracy and thoroughness.
9. Self-motivated and flexible with strong organizational skills.
10. Excellent interpersonal communication skills.
11. Ability to speak clearly and competently in positive or negative situations.
12. Ability to interact with other ministry leaders and or personnel in a positive and customer focused manner.
13. Excellent verbal and written communication skills. Legible writing skills. Edits work for spelling and grammar.
14. Proficient with MS Windows operating system: MS Word, MS Excel, Email and Internet usage.
15. Ability to work independently or in a team-oriented environment.
16. Ability to recognize and maintain confidentiality as appropriate.

Expectations of Staff:

1. Christ-centered behavior at all times. i.e. treating people with dignity, respect, compassion and integrity.
2. For all grievances, follow Matthew 18 and Ephesians 4:15.
3. Proactive participation in the Governance system.
4. Successful completion of a background check.
5. Pleasant and professional personality and appearance.
6. Regular attendee of a Rock Weekend service.
7. Regular involvement in Rock Church activities, ministries and events.
8. Attendance at all mandatory meetings (and events, as needed).
9. A tithe of 10% to the Rock.
10. Signed acknowledgement of the Rock Church Statement of Faith.
11. Adheres to policies and procedures as stated in the Rock Church employee handbook.
12. Registered and active in the Rock A.R.M.Y.

Physical Requirements

Physically able to lift up to 25 lbs (with or without assistance). This position also may require long periods of standing up and walking.