

Volunteer Coordinator

Department

Development

Immediate Supervisor

Chief Development Officer

Job Summary

The Volunteer Coordinator administers the Central Arkansas Library System's volunteer program, which annually engages approximately 900 volunteers who give approximately 12,000 hours of volunteer service to their library.

Essential Duties and Responsibilities

- Recruiting and managing volunteers for ongoing library programs and special events.
- Maintaining volunteer files, including time logs and applications.
- Collaborating with colleagues to address systemwide volunteer needs (examples include tutors for Count UP math tutoring program, sorters for CALS Used Book Sale, and greeters for Six Bridges Book Festival).
- Training and supporting branch-based Volunteer Coordinators, who serve as the primary point of contact to volunteers at CALS branches, in addition to their other public service duties; and planning and hosting regular in-service trainings for branch Volunteer Coordinators.
- Communicating effectively with various library departments to receive feedback on volunteer activities and making necessary adjustments.
- Maintaining the volunteer handbook and policies; updating as needed.
- Providing guidance to staff who work with volunteers and resolving conflicts with volunteers as needed.
- Providing exemplary customer service to all volunteers and prospective volunteers via interactions on the phone, email, and in person.
- Coordinating volunteer appreciation activities.
- Developing and maintaining relationships with local schools, universities, corporations, and service organizations to promote CALS volunteer opportunities.



- Collaborating with CALS Communications team to promote and elevate the volunteer program.
- Tracking, recording, and reporting statistics surrounding volunteer participation at the library.
- Serving as an active participant of the Development team, including team meeting attendance and assisting with fundraising events and CALS Used Book Sales as needed.
- Visiting library branches as needed.
- Performing other duties as assigned, including occasional work on evenings and/or weekends at special events.

Qualifications and Requirements

- Bachelor's degree.
- Experience as a volunteer.
- 3+ years of experience managing volunteers.
- Excellent organizational and team coordination abilities.
- Ability to exercise thorough communication skills (written and oral).
- Proficiency in a variety of software and applications, including Microsoft Office 365.
- Enthusiasm for the mission of the Central Arkansas Library System.
- Reliable transportation is required.
- Certified Volunteer Manager (CVM) certification is a plus.

Physical Requirements

- Must be able to lift, push, and pull 50 lbs with the assistance of a cart or wagon.
- Long periods of standing are required at times.

Benefits

Salary starts at \$23.02 per hour and includes excellent benefits such as medical, dental, vision, company paid retirement, life insurance, paid time off, paid parental leave, and holiday pay.

