

Volunteer Coordinator Position Description

POSITION: Volunteer Coordinator

DEPARTMENT: Operations

REPORTS TO: Operations Manager

FLSA: Non-Exempt

STATUS: Full-Time (40 Hours/week)



MĀLAMA MAUI NUI

Laulima • Mauka to Makai • Kuleana

POSITION SUMMARY: The Volunteer Coordinator assists the Operations Manager in implementing the program's objectives by ensuring that the interests/expectations of the volunteers are served and the organization remains well staffed. The Volunteer Coordinator's responsibilities include recruiting, coordinating and supervising volunteers, daily reporting of volunteer activities and/or interests in the aforementioned, assisting with volunteer program development, conduct volunteer orientation and training, create daily work plans, engage volunteers by leading participants through projects and events, collect and maintain volunteer and associated program data and provide ongoing support for volunteers. The scope of MMN volunteers includes Community Service participants, docents, long-term volunteers, casual event participants, remote affiliate groups, among others. This position requires a thorough understanding of sustainable waste management practices, traditional ecological knowledge, eco-psychology and local socio-cultural sensitivities, experience in directing and motivating volunteers, as well as a desire to create positive social change. This is a working supervisory position in which work is performed in a variety of environments with little immediate supervision. The Volunteer Coordinator will be held accountable for exercising discretion in selecting safe and appropriate measures in applying established policies and procedures in order to complete assigned tasks.

ESSENTIAL JOB FUNCTIONS:

- **MMN Mission reflection**
 - o Act as an exemplary representative of Malama Maui Nui by inspiring, educating, and empowering the local community. This requires maintaining an optimistic attitude and demonstrating positive behavior that reflects the mission and core values of Malama Maui Nui at all times.
 - o Effectively communicate MMN mission and goals to volunteers, partners and the general public alike
- **Planning and Program Development**
 - o Assist with volunteer program development; planning and goal setting, configure online event sign up and project management software (iVolunteer and Smartsheet), create volunteer position descriptions, checklists, associated policies and procedures, orientation, training, educational and other related materials and presentations
- **Recruitment and Training**
 - o Recruit, interview, train (or arrange appropriate training) and place applicants for volunteer work to support the various areas of the program's operations including, but not limited to, solid waste initiatives, kupuna kokua support, cleanup campaigns, visitor service areas, special events, etc.
- **Administration and Leadership**
 - o Accurately complete and submit required forms, data and documentation on a daily basis (e.g. Daily Work Reports, time sheets, Coordinator's Reports, volunteer contact info, mileage logs, etc.) and oversee volunteer data
 - o Ensure volunteer safety and project success by communicating project needs (machines/tools/supplies/logistics) and participant expectations with Operations Manager, Field Crew Leader and Field Crew in an appropriate and timely manner
 - o Oversee volunteer's safe and effective use of machines/tools/supplies; assist Field Crew with machines/tools/supplies inventory, inspection, maintenance and management
- **Rewards and Recognition**
 - o Provide ongoing support and guidance for volunteers by acting as a single point of contact, recognizing and rewarding exceptional volunteer effort, resolving grievances, and promoting cooperation and program interest

EDUCATION AND EXPERIENCE:

- Education: Position requires at least a high school diploma or GED equivalency. A bachelor’s degree in Waste Management, Environmental Studies/Sciences, Natural Resource Management, Communication and/or other associated field preferred.
- Experience: Prefer at least one year experience in volunteer coordination/management and/or environmental service projects. Experience in a Waste Management facility Natural Resource Program, or similar organization may also be taken into consideration.

SKILLS:

- Ability to manage, effectively organize and prioritize a variety of tasks and projects under restricted timelines; ability to multi-task while being highly detail-oriented
- Ability to appropriately and adequately communicate (verbally and in writing) with staff, partners, funders, and the public alike
- Ability to work independently and collaborate as part of a dynamic, multi-disciplinary team
- Ability to demonstrate a high level of flexibility and initiative
- Ability to understand and carry out detailed written or oral instructions
- Ability to perform well under pressure
- Ability to embrace and commit to the organizations integrity-based culture and community supportive missions and goals

CERTIFICATES, LICENSES, REGISTRATIONS:

- Certification: Ability to complete CPR/First Aid within first year of hire.
- Licensure: Valid Type 3 Hawaii State Driver’s license with a clean traffic abstract.

PHYSICAL DEMANDS: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is:

- Regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear.
- Regularly required to stand; walk; stoop or bend and occasionally lift and/or move 35+ pounds.
- Regularly required to stand, walk, climb, balance, stoop, kneel, crouch, crawl and/or twist.
- Work in a wide range of potentially inclement weather and environments from extremely dry and hot to extremely wet and cold.

WORK CONDITIONS/ENVIRONMENT: Standard office environment approximately 50% of the time and field participation the remaining 50% subject to increase/decrease according to event/project scheduling and programmatic needs and priorities.

EMPLOYEE ACKNOWLEDGEMENT: _____ DATE: _____