



JOB TITLE: Volunteer & Outreach Coordinator

DEPARTMENT: Volunteer / Community Engagement

ACCOUNTABILITY: Volunteer Program Manager / Director of Community Engagement

The Animal Refuge League of Greater Portland (ARLGP) Volunteer & Outreach Coordinator supports the organization's robust in-shelter volunteer program through the recruitment, placement, training, and retention of volunteers. This position also assists in the planning and execution of outreach and fundraising events to promote the ARLGP's life-saving mission.

DUTIES & RESPONSIBILITIES: Volunteer Program

Support the Volunteer Program Manager with tasks, including but not limited to:

- Recruitment, orientation, supervision, and training of volunteers for roles/shifts that support the organization's operational needs.
- Work with shelter departments to determine volunteer needs, job descriptions, training protocols, etc.
- Research and create new volunteer policies, procedures, and job descriptions based on current needs and trends.
- Review and update volunteer handbook, job descriptions, training, and other materials to ensure frequent, effective training as well as safety throughout the volunteer program.
- Create a positive, friendly environment where two-way communication and strong trust are established.
- Analyze and assess volunteer program effectiveness and satisfaction; organize an ongoing variety of volunteer recognition activities; increase staff awareness and appreciation of the role and function of volunteers.
- Maintain accurate records for individual volunteers including affiliations, skills, and training.
- Oversee program objectives; serve as contact for partner organizations and agencies; assist colleagues as needed.
- Consistent communication with volunteers through tools such as emails, e-newsletters, telephone, and in-person.
- Coach volunteers in performance of duties providing them with regular feedback and special guidance when requested or required. Note any incidents and injuries and report to supervisor when necessary.

DUTIES & RESPONSIBILITIES: Community Outreach & Event Coordination

Support the ARLGP development and community engagement team with:

- Schedule and attend outreach opportunities to highlight ARLGP programs and services. Events include but are not limited to supply drives, corporate business events, tabling opportunities and more.
- Serve as primary contact to businesses holding supply drives and fundraising initiatives.
- Ensure the ARLGP presence is positive, branded, and professional.

- Follow-up for all community events to determine success/areas for improvement.
- Work with animal care management to select suitable animals for applicable outreach events.
- Support coordination of major fundraising events: Shelter Sleep-In, Golf Scramble, Ales for Tails, Holiday Open House, and others as needed.
- Manage event budgets for accounting purposes.
- Represent the ARLGP through speaking engagements, shelter tours and other outreach activities.

General Duties:

- Successful candidates will communicate in a way that demonstrates and promotes collaboration, cooperation, problem solving and interpersonal skills to foster a positive work environment, teamwork, and productivity.
- Stay up to date on 'industry best practices': research, find and attend training, classes, webinars, and tutorials for all areas relating to job.
- May be assigned to work in other departments temporarily or for cross training.
- Responsible for collecting information (stories, pictures, etc.) about volunteer program and outreach events for PR purposes.

Education, prior work experience, and specialized skills and knowledge:

- Confident public speaking skills and ability to develop presentations.
- Proficiency in using computers and audio/visual equipment; willingness to independently learn new technology, programs, and skills.
- College degree or qualifying work experience, preferred.
- Ability and skill to successfully work with various types of animals in a safe, responsible manner.
- Ability to set priorities, develop routines and effectively organize and manage a wide array of tasks, projects, and responsibilities.
- Ability to work independently as well as with others in a wide variety of circumstances and with a diverse group of individuals.
- Strong communications skills and an ability to communicate in a polite and professional manner even in stressful situations.
- Excellent customer service, listening, and decision-making skills.
- Demonstrated ability for challenging, physically, and emotionally demanding work in a stressful environment; ability to lift 50 pounds.
- Must be able to access a non-handicapped areas of the facility and climb stairs several times per day; lift, bend, twist, scoop, kneel.
- Possess a clean driving record and a valid State of Maine driver's license.

Working conditions:

Work Environment: Most work is performed in normal shelter setting; potential for exposure to zoonotic diseases; potential for exposure to dangerous and fractious animals; exposure to high noise levels when in kennel area; potential for animal bites and scratches while handling animals.

Physical Activities: Potential for sitting for several hours at a time; climb stairs unassisted, potential for standing on feet and/or walking for 8 hours a day; driving a car; kneeling; etc.

Schedule: This is an hourly position, working primarily Tuesday through Saturday weekly. Occasional evenings and flexibility are required to accommodate the organizations needs and outreach calendar.