



# Volunteer Coordinator

**Department:** Development

**Supervisor:** Cindy Hassil, Development Director

**Hours:** Full-time (40 hrs./wk.); FLSA Exempt. Typical work schedule is Tuesday-Saturday 9 a.m.-5 p.m., but hours/days may require flexibility depending on event dates/times.

**Release Date:** Dec. 29, 2022

**Application Deadline:** Jan. 15, 2023

## Summary

This position coordinates all aspects of Ijams Nature Center's Volunteer Program to ensure that Ijams has adequate volunteers to accomplish its mission. From educational programs and outreach initiatives, to special events and natural resource management efforts, this position works closely with all departments and is a champion for creating teams that bring people from all walks of life together to achieve a common goal of environmental stewardship. In addition to recruiting volunteers from the public, corporations, and other areas, this position also recruits and coordinates work-study students and interns. As a member of the Development Department, this position also assists with marketing and fundraising efforts as needed.

Volunteer coordination duties include, but are not limited to, volunteer recruitment, onboarding, orientation and training; marketing; recognition events; policies and procedures; tracking; and reporting. The Volunteer Coordinator also produces and leads annual volunteer-driven, community-wide events, such as Ijams River Rescue and Weed Wrangle Knoxville, with assistance from other departments.

## Duties and Responsibilities

- Recruits volunteers using resources including but not limited to social media, e-newsletter articles, news releases, and other communications tools; relationships with companies, colleges and other organizations; and local volunteer recruitment fairs.
- Participates in volunteer activities as appropriate to strengthen Ijams' relationship with volunteers.
- Maintains and updates Volunteer Manual.
- Develops and conducts volunteer orientations and trains new volunteers.
- Conducts quarterly Volunteer Committee meetings with volunteer team leaders representing all departments.
- Works with Volunteer Committee team leaders to help them develop volunteer training and retention programs for their volunteer teams.
- Coordinates and implements volunteer recognition programs with Volunteer Committee.
- Produces Volunteer e-newsletter to share good works, recognize volunteers, report on successes, and communicate upcoming volunteer opportunities.
- Updates Volunteer page of Ijams website to promote upcoming opportunities.
- Promotes volunteer work through photos and stories used in social media, e-newsletters, and other communications tools.

- Promotes volunteer opportunities and tracks volunteer hours through GivePulse software, and assists other departments with GivePulse as needed.
- Prepares reports for grant proposals, annual reports, monthly internal reporting, etc.
- Appears on local media and conducts interviews to promote volunteer-related efforts and recruit new volunteers.
- Produces and leads volunteer-driven community events such as Ijams River Rescue and Weed Wrangle Knoxville, from scouting locations, preparing registration materials and recruiting volunteers, to leading meetings, conducting training, purchasing materials, coordinating other staff and community partners, and reporting.
- Assists with marketing and fundraising initiatives, as necessary.
- Other duties as assigned.

### **Desired Skills and Abilities**

- Responsible, outgoing, creative, relational, enthusiastic, flexible, self-motivated, and resourceful.
- General understanding of Ijams Nature Center programs and land management.
- Ability to recruit, work with and motivate people of all backgrounds and abilities.
- Excellent written and verbal communication skills, including the ability to communicate through multiple media channels (e.g., print, television, radio, website, public events, etc.).
- Strong organizational skills with attention to detail, accuracy, and deadlines.
- The ability to multitask, prioritize, and display excellent time management skills.
- The ability to carry out duties and directives independently under limited supervision.
- Ability and willingness to work outdoors on projects with volunteers.
- Capable of working alone, as a leader, or as a member of a team.
- Experience and demonstrated proficiency using Microsoft Office (Word, Excel, Powerpoint), Google Suite, Adobe, databases, and basic design software.
- Ability to speak, read, and/or write Spanish a plus.

### **Qualifications**

- Experience with volunteer recruitment, training, and retention.
- Experience with project management or event production.
- Experience with social media marketing.
- Bachelor's degree, two to four years of experience and/or training, or equivalent combination of education and experience.

### **Other Requirements**

- Must successfully complete a pre-employment, post-offer background screen, and motor vehicle record screen (MVR).
- Valid driver's license.
- Access to a personal computer and Internet.
- The flexibility to work evening and weekend hours.
- Energy and desire to work with diverse audiences.
- Passion for nature and the ability to deliver programs in a pleasant, tactful, and enthusiastic manner.

While performing the duties of this job, this employee is frequently required to sit, talk, hear, use keyboard, view computer monitor for potentially long periods, and use phones. The employee occasionally will be required to lift and/or move 15-40 pounds and may need to carry for approximate distances up to 50 feet, bend, reach with hands and arms, use fingers to write or

type and handle or feel, walk, carry documents, crouch, stoop, kneel, climb stairs, and use a step ladder in lifting and lowering materials. The position requires use of office equipment such as computer, copier, hole punch, calculator, fax machine, postage machine, and Point-of-Sale system. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. This position requires a candidate in good physical condition, with the ability to stand, walk, and hike for extended periods of time. This position requires being outside in all conditions, including inclement weather and a wide range of temperatures. While performing the duties of this job, this employee may be exposed to dust, temperature variance, weather variance, noise, pollens, and fumes.

### **Compensation/Benefits**

Salary is commensurate with qualifications and experience. Excellent health and dental insurance; paid vacation, sick leave, and holidays; and a 403(b) retirement fund match.

### **About Ijams Nature Center**

Ijams Nature Center is a nonprofit nature center located on the banks of the Tennessee River near Knoxville's urban center. Its mission is to encourage stewardship of the natural world by providing an urban greenspace for people to learn about and enjoy the outdoors through engaging experiences. Ijams Nature Center manages 318 acres of land with more than 12 miles of trails, a large Visitor Center, Mead's Quarry lake, mountain biking trails, river access, gardens, and much more. People of all ages attend educational programs, including school field trips, family programs, summer camps, and adult workshops. Ijams Nature Center partners with Knox County and the City of Knoxville as well as with multiple agencies to provide outstanding educational offerings. Visit the Ijams website at [ijams.org](http://ijams.org) for current program information.

### **Equal Opportunity Employment**

Ijams Nature Center is an equal opportunity employer and does not discriminate against employees or job applicants on the basis of race, religion, ethnicity, sexual orientation, gender identity, age, national origin, mental or physical disability, veteran status, or any other status or condition protected by applicable state or federal laws. These anti-discrimination policies apply to volunteers and program recipients.

### **To Apply**

Send resume, cover letter, and three references (*will not be contacted without notice*) to Cindy Hassil, Development Director, at [chassil@ijams.org](mailto:chassil@ijams.org) by midnight on Sunday, Jan. 15, 2023. No phone calls, please.