**Position Title:** Volunteer Coordinator  
**Position Type:** Part-Time, 15-20 hours per week, as needed depending on season  
**Typical Hours:** As needed on-site, occasional evenings and weekends, remote work available  
**Reports To:** Public Engagement Manager  
**Salary:** $18/hour. This is a benefited position that includes paid holidays, accrued PTO leave and a company matched retirement program

**Overall Responsibility**  
The Volunteer Coordinator will report to the Public Engagement Manager and is employed by the Friends of the WNC Nature Center.

The Friends are a vital partner with the WNC Nature Center. With their donors and members, the Friends enrich the Nature Center’s mission to connect people with the plants and animals of the Southern Appalachian Mountains. As a conservation organization, the Friends inspires a passion to know more, care more, and do more for the wildlife of the Southern Appalachian Mountains. They advance the critical work of the WNC Nature Center by supporting its growth and development through fundraising, membership, outreach education, marketing, and volunteer services. The **Friends of the WNC Nature Center offers a flexible work schedule (working on-site as needed, and working from home as needed), as well as promoting work life balance.**

The role of the **Volunteer Coordinator** is to manage the recruitment, training, scheduling, and retention of volunteers at the WNC Nature Center and the Friends of the WNC Nature Center. Acting as liaison between Nature Center and Friends, this position is responsible for leading volunteers during special events and work days.

**Key Areas of Responsibility**

**Volunteer Coordinating (90%)**

- Recruit volunteers on an ongoing basis for Nature Center and Friends positions and one time events/work days.

- Manage volunteers for event days, assisting with set up and break down at all events.

- Communicate and work proactively with staff to determine volunteer needs and provide accurate information and assistance to volunteers.

- Interview, orient, train, manage, schedule, organize appreciation, and handle any issues with volunteers.
• Ensures proper background checks, applications, and service agreements are performed and maintained.

• Ensures volunteers are logging hours, tracks hours, and reports hours at staffs’ request. Completes annual AZA Volunteer Benchmark Survey.

• Coordinate corporate engagement efforts, including employee volunteering, in-kind donations, student career exploration opportunities and events.

• Handle telephone, voicemail, written, and e-mail inquiries for information about the volunteer program.

• Maintain volunteer policies, handbook, service agreement, background checks, and web page in accordance with center staff and AZA.

• Manage program budget.

• Assist in docent training and scheduling.

• Writing and mailing out volunteer newsletters as needed using Constant Contact.

• Recognize volunteers’ potential as board members or donors and connecting them with the Development Director.

• Make volunteer name tags and place volunteer t-shirt orders as needed.

**Website Management (5%)**

• Update volunteer page on website as needed, as well as HandsOn and VolunteerMatch page.

**Gift Shop and Membership Assistance (5%)**

• Assist in the Gift Shop or Membership office as needed.
Ideal Candidate will have:

● Management experience or experience working with volunteers strongly preferred-HR experience also a plus
● Experience with Volgistics, VolunteerMatch, Microsoft Office Suite, Wordpress, Google Drive, and social media outlets
● Strong communication skills, oral, written, and listening
● Commitment to mission of the Friends- experience working for or with zoos, aquariums, or nature centers desirable.
● Ability and willingness to work weekends and some nights
● Previous non-profit work experience is a plus.
● Experience in informal education is desirable, but not required
● Self-starter who is comfortable working independently.
● Ability to set priorities and meet deadlines while juggling multiple tasks.
● Excellent organization and time management skills.
● Excellent Customer service skills
● Able to work with diverse groups of people.

TO APPLY:
Please send a cover letter AND resume to volunteers@wildwnc.org. Also, please provide 3 professional references. Applications accepted until the position is filled, or by June 30, 2022.