



Position Title: Volunteer Coordinator

Reports to: Program Director

Job Location: Wilmington, NC

Position Type: Exempt, Full-Time, 40 hours per week.

Department: Programs

About CFS

Established in Wilmington, NC in 1996, Canines for Service, Inc. is a 501(c)(3) nonprofit, and the longest operating, internationally accredited (ADI) service dog provider in the state. Our mission is to inspire veterans through life-changing canine partnerships. CFS provides highly trained service dogs, at no cost or fundraising obligation, to Veterans from all conflicts with service-connected mobility challenges, post-traumatic stress disorder, military sexual trauma, and/or traumatic brain injuries.

Position summary

The Volunteer Coordinator is responsible for supporting the day-to-day operations of Canines for Service volunteer programs to include administrative functions, volunteer management and recruitment, and program support. The position takes the lead role in recruiting, orientating, recognizing, and retaining volunteers. Ultimately, this position is responsible for supporting all CFS programs to ensure that they have the volunteer support they need to be successful. The ideal candidate is highly organized, detail-oriented, and able to handle multiple priorities while maintaining a positive attitude.

Essential Functions / Responsibilities

Administrative Duties – 40% of time

- Assists with all walk-in inquiries and site tours as needed.
- Conducts outreach to community partners and schedules volunteer recruitment events. These events will sometime include a fundraising component.
- Represents CFS at community events as scheduled (some night and weekend events will be required)
- Works across the organization to support fundraising events and cultivate volunteers into donors.

Volunteer Program – 60% of time

- Responsible for the annual volunteer outreach plan and recruiting volunteers to meet the needs of CFS. Will work in partnership with Puppy Program Manager, Development Department, Operations Manager and Lead Trainer to implement recruitment plan that meets the needs of the organization.
- Responsible for onboarding all volunteers and ensuring they receive appropriate orientation to their volunteer role.
- Maintain volunteer relationship past recruitment and orientation to ensure smooth transition to active volunteering as well as assisting when program leads are out of the office.
- Assist with foster pick-up/drop-off, food replenishment, hands-on training as needed.

- Meet with Program Leads (Puppy Program Manager, Lead Trainer, Operations Manager) weekly to ensure volunteers are meeting program needs.
- Maintains the CFS Better Impact volunteer database to ensure accuracy and relevance. Responsible for all data entry around volunteers in both Better Impact and Salesforce to ensure volunteer hours, contact information, training and responsibilities are accurate and up to date.
- Recognize volunteers and implement an annual volunteer appreciation plan in partnership with program leads.
- Coordinates volunteer opportunities between staff and volunteers and helps diffuse any difficult situations that might arise with volunteers.
- Communicates all volunteer needs and maintains monthly volunteer e-newsletter to include CFS wide events and important information.
- Responsible for ensuring all volunteer communication materials, i.e., website, flyers, and trainings are up to date. Will work in conjunction with the Development Department to ensure that all marketing and outreach activities are in line with CFS Brand standards.
- Works with Development Department to share Volunteer spotlights and key information on social media.
- Act as primary point person for all group volunteer inquiries, to include scheduling, presenting, and cultivating those relationships.

Required Skills / Abilities

- Minimum two years' experience in an office environment.
- A minimum of an associate degree
- Detail oriented, possessing excellent organizational skills, time management, and ability to prioritize work tasks.
- Experience working with non-profits preferred.
- Punctuality, strong work ethic, and demonstrated ability to work independently with minimal supervision and as a team.
- Must consent and be able to pass a criminal background check.
- Must be a team player and have the ability to work effectively across multiple departments.
- Must be empathetic and be able to work with volunteers from all backgrounds.
- Strong customer service experience is a benefit to being able to build strong relationships with volunteers and co-workers.
- Problem solver who can work through difficult situations and find common solutions to make the organization successful.
- Must be flexible and adaptable when working with volunteers and new situations arise.
- Ability to communicate effectively both verbally and in writing with staff, volunteers, clients, and the public.
- Ability to operate standard office equipment including basic computer skills including e-mail and Microsoft Office.
- Knowledge of Salesforce and Better Impact software is preferred but not required.
- Knowledge of service dog training preferred but not required.
- Must have a valid driver's license and maintain current vehicle insurance.
- This job requires that the employee be capable of lifting at least 60 pounds and handling a service dog in training that can weigh up to 90 pounds.

EEO Statement

Canines For Service is an Equal Opportunity Employer. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, disability, military status, or national origin, or any other characteristic protected under applicable federal, state, or local law. This job description is provided to outline what is expected for the employee in this role during their employment with Canines for Service and is not to be constructed as an employment contract or guarantee of continued employment. This job description is not to be all inclusive of the responsibilities, duties, and activities of the position, this is subject to change.