

Greenwood Wildlife Rehabilitation Center
JOB DESCRIPTION

Job Title: Volunteer/Outreach Manager
Department: Administration
Reports to: Executive Director
FLSA Status: Salaried, exempt
Hours: 40 hours per week

Summary: Manages the volunteer department including recruitment, orientation, training and oversight of volunteers at the Center. Coordinates orientation and training for animal care interns and volunteers. Schedules all interns. Manages the education and outreach program and provides outreach and education to the community.

Essential Duties and Responsibilities include the following. Other duties as assigned.

Volunteer Coordination Duties:

- Recruit new volunteers; maintain current opportunities with volunteer networking organizations; attend volunteer fairs and community events for recruitment purposes.
- Promote the volunteer program through community outreach, including media releases, public service announcements and public presentations.
- Schedule and conduct orientations for new volunteers and interns.
- Coordinate training of volunteers and interns on their first animal shifts.
- Secure input from the Animal Care Supervisor to establish animal care volunteer needs.
- Assist animal care staff with on-site volunteer supervision to best meet needs of animal care staff.
- Manage volunteer and intern scheduling including maintenance and follow-up on no-shows.
- Manage volunteer database, including contact information, training and vaccination records, and hours worked; maintain volunteer transport lists.
- Respond to problems and complaints from or about volunteers; mediate conflicts among volunteers or between volunteers and staff.
- Act as an advocate of volunteer needs and interests with staff and others within the organization; provide feedback and coaching to volunteers.
- Create weekly e-newsletters to volunteers regarding animal care, available shifts, volunteer opportunities and development classes, and other pertinent information.
- Maintain hard copy and electronic file copies of volunteer applications, liability forms, and other documentation as required.
- Provide for volunteer appreciation including events to honor volunteers; motivate volunteers to stay involved.
- Collect/maintain volunteer training records for animal care volunteers for reports to CO Division of Wildlife.
- Coordinate with Retail Manager regarding volunteer needs.
- Act as contact for court-ordered community service workers.
- Recruit and coordinate volunteers for Greenwood events.
- Create monthly reports for Board of Directors.
- Answer phones and do intakes in off-season; provide back up for Receptionists during busy season.

Outreach/Education Duties

- Develop and present education and outreach programs for local schools, community youth and civic organizations; conduct appropriate research for programs as needed.
- Recruit, train and manage outreach and education volunteers.

- Process Education Request Forms and coordinate presenters (volunteers and staff) for requests and events.
- Reach out to local organizations and the public to increase Greenwood's presence in the community.
- Assist Executive Director with events.
- Maintain GWRC community information booth materials.
- Maintain education collections (including animal artifacts) and Federal artifact license.
- Track all education and outreach programs and number of participants.

Education, Licenses, Experience

- Degree from four-year college or one year related experience or equivalent combination of education and experience.
- Supervisory experience required.
- Prior experience working with the public/community preferred.
- Volunteer recruitment, development and retention experience preferred.
- Experience with program development and implementation preferred.
- Animal care experience helpful (wildlife an advantage).

Computer Skills

- Proficiency with Microsoft Office Suite, Google Apps

Certificates, Licenses, Registrations

- Valid Colorado Driver's License.