



CROSSPURPOSE

Volunteer Coordinator 2024 Job Description

Scope and Position Responsibilities

The Volunteer Coordinator will lead a highly collaborative effort to develop a centralized system of volunteer recruitment to empower multiple departments to achieve their goals and support the mission of CrossPurpose. This staff member will partner with internal departments to execute external-facing strategies to recruit both short-term and long-term volunteers, and will also build out sustainable, scalable training and retention programs to ensure that volunteers can maximize their experience and their impact.

Department: TBD

Supervisor Title: TBD

Direct Reports: None

Indirect Reports: None

Major Areas of Responsibility

- Volunteer Recruitment
 - Allies: Volunteers who walk alongside Leaders for the entirety of the 6-month program
 - Implement marketing and outreach strategies to recruit 25 Allies for every class
 - Complete vetting process with every Ally candidate to ensure that every Ally will support and advance the mission of CrossPurpose
 - Collaborate with the Program Team to ensure each Ally receives the proper training and ongoing support to maximize the experience for both Leaders and Allies
 - Career Services Volunteers: Mock Interviewers, Skill Track Instructors, and similar
 - Partner with the Career Services team to provide pre-engagement trainings and cultural engagement trainings for incoming volunteers
 - Leverage recruitment channels to widen the volunteer pipeline for individuals, businesses, and church partnerships
 - Spiritual Volunteers: Volunteers providing discipleship and prayer support to Leaders
 - Collaborate with the church partnership and spiritual development teams to recruit and train spiritual volunteers
- Volunteer Experience
 - Collaborate with the videography and marketing teams to create and implement a digital/hybrid comprehensive volunteer training system that empowers volunteers to maximize their experience and impact



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- Connect with volunteers on a regular basis to build long-term relationships, gather important feedback, and optimize the volunteer journey
- Collect survey and net promoter score data to analyze and improve volunteer recruitment, training, and retention
- Track volunteer hours and engagement in Salesforce database
- Develop Salesforce platform to collect and organize volunteer applications, background checks, and training data

Qualifications

- Bachelor's degree required in related field
- 2-4 years of successful volunteer recruitment and engagement
- 1-2 years of proven experience working with diverse populations
- 1-2 years of proven project management experience
- Event management experience preferred
- Track record of successfully collaborating with multiple departments/stakeholders to support organizational goals
- Demonstrated ability to take initiative, meet deadlines, and accomplish multi-faceted projects with excellence
- Previous experience with Salesforce *required* OR proven ability to learn and navigate CRM databases with ease and excellence
- Previous experience with Asana OR similar project management systems *highly preferred*
- Excellent customer service skills with demonstrated ability to follow up and follow through
- Proven ability to work independently while also fostering positive internal relationships and being a team player
- Proficiency in Google G-Suite required
- Willing to work a flexible schedule, including frequent evenings and occasional weekends
- Passion for the CrossPurpose mission and values
- Employee must provide own working laptop (PC or Mac) and smartphone

Hours, Compensation and Benefits

Hours: 40+ hours/week: generally Monday - Friday 8:00am - 5:00pm, but evening and weekend meetings will be frequent

Salary/Wage: \$62,000 - \$74,400

Performance Bonus: Up to 5% of salary

Vacation: 15 days per year, plus the office is closed Christmas Day - New Years Day and staff have limited duties

Sick Days: 6 days per year



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Insurance Benefits: Health, dental, vision, workers compensation, unemployment, short term disability, long term disability

These and other benefits are discussed in more detail in our Employee Handbook.