



Wood County Humane Society
801 Van Camp Road, Bowling Green, OH 43402

Position Title: Volunteer and Outreach Coordinator

Supervision: Shelter Manager, works closely with Volunteer chair on the WCHS Board of Directors

Job Description Full-time, non-exempt position, 40 hours a week, hourly wage negotiated. The Volunteer and Outreach Coordinator is responsible for developing and managing a volunteer training program, and for recruitment and retention of volunteers. Will collaborate with various local agencies, including schools and other groups, to develop educational presentations related to the WCHS’s mission.

Responsibilities and Duties:

- Demonstrate core values of organization in all actions and interactions, internal and external
- Actively recruit volunteers through various means, including website, social media, or print media
- Serve as a liaison between staff/ managers/board/committees and volunteers, assist in recruiting and scheduling volunteers for specific events
- Develop volunteer guidelines and code of conduct
- Develop and present volunteer orientations
- Train, supervise, schedule, direct, and coach volunteers for various functions
- Manage volunteer data base, including statistics on volunteer hours completed, scheduling, reporting, data collection, etc.
- Assist Shelter Manager in maintaining and updating volunteer portions of website
- Use multiple methods to encourage volunteer communication and retention, for example volunteer newsletters, Facebook page and other social media, and volunteer appreciation events
- Understand the multiple functions of the shelter, including WCHS adoption protocol and procedures, and be able to assist if needed
- Serve as point of contact for community service individuals, interns, and group volunteers
- Develop and implement various forms of volunteer recognition, including an annual volunteer recognition event
- Attend outreach adoption events and presentations with other staff and volunteers as needed
- Coordinate display materials/equipment for events, such a laptop to display Petfinder, WCHS brochures, etc.
- Assists in managing WCHS’s social media presence as needed
- Develop, maintain, and update departmental SOP’s as needed
- Report monthly on department activities and statistics
- Develop and monitor budget, report monthly on variances. Order volunteer supplies as needed
- Other duties as assigned

Position Requirements:

Bachelor’s degree preferred
 Maintain a valid driver’s license and be insurable by shelter insurance company. Able to drive own vehicle as needed.
 Previous experience training and overseeing volunteers preferred
 Background in education preferred
 Requires flexible hours, includes working on weekends and evenings.
 Comfortable handling dogs and cats, able to assist with shelter operations as needed
 Current on tetanus vaccination. Able to carry 40 lbs
 Comfortable interacting with the general public and ability to communicate well both orally and written
 Have operating knowledge of Microsoft Word, email, Facebook and Excel, willing to learn shelter database
 Demonstrates effective listening skills. Able to delivers friendly, courteous and respectful service to others
 Utilizes appropriate safety procedures for self and the public. Aware that risk of job related injury, disease/infection exists

I have read, understand, and agree to comply with the above information.

Employee signature: _____ Date: _____

Supervisor’s signature: _____ Date: _____ Employment start date: _____