



Job Description: Volunteer and Event Coordinator

Exempt: Yes

Supervisor: Mission Advancement Director

Salary Level: Starting at \$42,000

Date: September 2024

Prepared by: John Cole

Approved by: Personnel Comm.

OVERVIEW: Chum is a non-profit 501 (C)3 organization that serves about 8,000 low-income, homeless, hungry, isolated, and otherwise marginalized community members each year. More than 40 faith-based congregations in Duluth are part of Chum and support our core mission: people of faith working together to provide basic necessities, foster stable lives, and organize for a just and compassionate community.

Chum operates an Emergency Shelter, Family Shelter, a Drop-in Center with a Health and Wellness Clinic, Winter Warming Center, Food Shelf, Street Outreach, and supportive services for people living at the Steve O'Neil Apartments and the St. Francis Apartments who were previously homeless. Chum's advocacy focuses on policy and systems changes to help improve the lives of people who turn to Chum for services.

POSITION SUMMARY: We seek a skilled professional to provide leadership and coordination of our Volunteer Program and support for Chum programs, services and events. The Volunteer and Event Coordinator reports to the Director of Mission Advancement and works collaboratively with members of the Mission Advancement Team to implement volunteer activities that support our programs and services. This position provides the volunteer management necessary for Chum events, specifically the annual Rhubarb Festival, the Homeless Memorial Vigil, and fundraising Gala.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Coordinate Chum's Volunteer Program, which includes recruiting, interviewing, and placing volunteers in different roles based on their qualifications, interests, and passions.
- Work with program staff to develop a menu of tasks that could be completed by volunteers (individuals and teams), both for ongoing needs and one-time projects.
- Recruit new volunteers through outreach to businesses, civic groups, youth organizations, and community organizations, etc.; using various techniques increase the number of volunteers engaged over time.
- Produce schedules for assignments, communicate responsibilities to qualified volunteers, organize supplies needed, and serve as the "Host" to meet and orientate and train volunteers to their assignments.

- Maintain communication with volunteers to ensure they are satisfied with their experience, have opportunities to provide feedback, and are well-placed for future engagement.
- Ensure that volunteers are appropriately thanked and recognized for their service.
- Maintain accurate records of each volunteer's skills, interests, and availability in Salesforce and/or other volunteer tracking software. Produce reports showing volunteer hours, task completed, interests for future engagement, etc.
- Provide tours of Chum programs, and track participant's subsequent engagement with Chum.
- Coordinate the Expanding Horizons Program, utilizing it to introduce civic groups businesses, youth organizations, congregations, community organizations and interest groups to Chum engagement/volunteer opportunities.
- Support staff and planning committees with volunteer coordination and the logistical and technical event support necessary for the successful execution and evaluation of Chum events.

QUALIFICATIONS:

Preferred Education & Experience:

Bachelor's degree (B.A.) in sales & marketing, volunteer management, communications, human services, event management, social work, or a related field; 2-3 years' experience in the nonprofit fundraising or volunteer coordination field; or, a combination of education and relevant experience.

Minimum Education and Experience:

Associate of Arts (A.A.) in sales & marketing, volunteer management, communications, human services, event management, social work, or a related field; 1 years' experience in the nonprofit fundraising or volunteer coordination field; or, a combination of education and relevant experience.

Knowledge, skills and abilities:

- Experience organizing events, managing and recruiting people, and/or providing training to volunteers and/or staff.
- Professional demeanor with strong leadership, interpersonal, communication, and customer service skills.
- Strong organizational skills to effectively manage overlapping volunteer schedules and assignments; upcoming needs relating to programs and events, and timely updates of records.
- Experience using online databases and other resources essential to volunteer and event management. Salesforce experience a bonus!
- Excellent writing skills and experience with Microsoft Office Word and Excel are essential.
- Compassion, empathy, and a genuine commitment to providing support to marginalized individuals in our community.

SKILL REQUIREMENTS:

- **Language Skills:** Ability to read and write letters, reports, and general business correspondence. Ability to effectively communicate with others (individuals and groups) to present information about Chum and volunteer and event opportunities.
- **Mathematical Skills:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret graphs for reports.
- **Reasoning Ability:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- **Other Skills and Abilities:** Self-motivation; must be flexible, adaptable and resourceful.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- While performing the duties of this job, the employee is required to talk, hear, stand, walk and sit. The employee is occasionally required to: use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; stoop, kneel, crouch, or crawl; and taste or smell.
- The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- While performing the duties of this job, the employee may work from home and might need to travel to various Chum locations.
- The noise level in the work environment is usually moderate to occasionally noisy.

APPLICATION DEADLINE: Please send a cover letter and resume by e-mail to chum@chumduluth.org with “**Volunteer and Event Coordinator**” in the subject line. Resumes will be reviewed as received and the position will be open until filled. Members of traditionally marginalized populations are strongly encouraged to apply.