

YWCA IS ON A MISSION

Title: Volunteer & Communications
Coordinator

Classification: Professional Services

FLSA Status: Salaried exempt

Job Status: Full-time

Department: Administration

Position: Program Coordinator I

Reports to: Chief Advancement Officer

Supervises: NA

Position Summary

The Volunteer & Communications Coordinator position exists to support the Chief Advancement Officer in advancing the Organization through volunteer management and communications. Her/his support includes recording and acknowledging donors, members, sponsors, and supporters as well as organizing, filing, and planning volunteer activities.

Position Duties & Functions

- Serve as development support to the Chief Advancement Officer (CAO) by:
 - Recording cash, check, on-line, in person, and over-the-phone gifts and credit card donations into donor software
 - Processing credit card gifts received in mail and/or in person
 - Recording, **collecting**, and acknowledging gifts of in-kind (auction items; center donations; etc...)
 - Representing the Community the YWCA on community boards such as Women of the Western Communities, Women's Roundtable, etc.
 - Generating donor acknowledgement letters and updating correspondence in donor software
 - Preparing, maintaining, and updating mailing lists for event invitations; sponsorship solicitation; etc...
 - Preparing distribution of annual report; direct mail pieces; and newsletters
 - Preparing correspondence for the **CEO** such as:
 - Gift acknowledgement letters
 - Sponsorship inquiries
- Ensure the Organization has strong and competitive volunteer program by:
 - Recruiting, training, acknowledging, and tracking new enterprise-wide volunteers
 - Coordinate with churches, social organizations, schools/universities to recruit volunteers and/or secure donations and third party events
 - Cultivating, recognizing, and engaging current volunteers
 - Planning and executing annual volunteer & program partner recognition event
 - Scheduling, placing, and training volunteers ensuring they have proper credentialing, background checks, etc...per specific department rules
 - Tracking and recording volunteer hours/project hours
 - Responding to website volunteer inquiries
 - Representing the YWCA at volunteer recruitment and other community fairs

- Fielding and resolving volunteer complaints, issues, concerns and at times reporting volunteer feedback to the appropriate department head
- Identifying and facilitating potential third party events through existing and new volunteers as well as community partners.
- Ensure the Organization maintains excellent communications and visibility by:
 - Updating Organization's website as needed
 - Managing Organization's non-program related social media presence including acknowledging donors, sponsors, volunteers, and events
 - Work with Program Social Media Maven to plan and coordinate SM postings
 - Look to YWCA USA for content suggestions related to advocacy and current affairs
 - Ensure the Organization tweets at least 1 x a day
 - Ensure the Organization posts on LinkedIn 1 x a week
 - Writing and distributing monthly eNews
 - Collecting and recording new subscribers that subscribe through our website, special events, or other means
 - Take photographs, coordinate with colleagues enterprise-wide to collect content
 - Work with CEO to collect content from board members
 - Issue holiday related and special event eNews
 - Maintaining special events and community relations closet through inventory control
 - Working with program team to ensure YWCA presence at broad range of community events throughout Palm Beach County
 - Working with CAO to ensure YWCA is represented on appropriate Chambers, organizations, etc...across PBC i.e. Boca, Jupiter, etc...

Skills & Abilities

- Must be proficient in Microsoft Office (Word, Excel, Powerpoint, Outlook)
- Must have proficiency in donor software, such as eTapestry, Raisers Edge, etc..preferably Bloomerang
- Must have proficiency in eNews platforms such as Constant Contact, MailChimp, etc...
- Must have excellent attention to detail as it pertains to data entry
- Must be prompt; timely and responsive to needs of fast-paced organization
- Must have excellent customer service skills including telephone and email etiquette as well as first impressions
- Must be able to handle confidential information discretely

Education

- Associates degree or higher required
- Certification in fundraising, event/meeting planning, and/or volunteer coordination a plus

Experience

- Minimum (3) years related experience in fundraising, event planning, and/or large scale volunteer coordination

Starting Salary Range: \$30,000 – \$38,000 per year

I have reviewed this job description and understand that the YWCA of Palm Beach County ensures that essential functions and basic duties have been included. I realize this job description is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as

an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the YWCA reserves the right to change this position description and/or assign tasks for the employee to perform, as may be deemed appropriate.

Employee Signature

Date

Supervisor Signature

Date

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Palm Beach County