



Position: Volunteer Resources Coordinator
Program: Volunteer Resources
Department: Development
Reports to: Program Manager
Salary: \$49,920 Annually
Status: 100%, Full-Time, Exempt, Regular
Probation: 180 days
Benefits: Medical, Dental, Vision, Life Insurance, Long Term Disability, Employee Assistance Program, and a 403(b) retirement plan.

JOB SUMMARY: The Volunteer Resources Coordinator serves as the primary facilitator of volunteer opportunities for the Center. The Coordinator works with staff in scheduling and implementing volunteer opportunities. They also work directly with volunteers, aiding in recruiting, placement and stewardship. Additionally, this position will oversee the day-to-day administrative and general office operations, coordinating volunteer recruitment and retention processes, and working in collaboration with departmental staff support the objectives of the Volunteer Resources Program.

ESSENTIAL FUNCTIONS:

- 1) Serve as the department point person for potential and existing volunteers, as well as staff and community members;
- 2) Facilitate the training of incoming volunteers;
- 3) Recruit volunteers for Los Angeles LGBT Center (Center) volunteer opportunities through e-mail blasts and other in-person efforts;
- 4) Cultivate positive work relations with staff and community members, serving as department liaison, to be able to develop and create positive volunteer experiences;
- 5) Coordinate all aspects of in-house volunteer projects (monthly mailers, safe sex kits assembly, etc.), and coordinate with Center departments for project materials, reserving and booking rooms using VEMS, etc.;
- 6) Co-facilitate bi-monthly volunteer information sessions and training;
- 7) Coordinate with staff and departments on corporate and community engagement opportunities;
- 8) Provide assistance with volunteer appreciation, recognition, incentives and retention programs, including the annual Pre-pride or Spring Volunteer Social, Volunteer Appreciation Dinner and Awards ceremony, and other appreciation/recognition efforts and activities (birthday cards, thank you cards, etc.);
- 9) Provide pre-event, event and post-event support;
- 10) Oversee the recruitment and volunteer staffing of the Cyber Center and Information Desk for the Village;
- 11) Supervise current volunteer-run department projects such as TIMEOUT (a ticket donation effort for low income community members) and the PRO-Project (an employment skills development assistance endeavor);
- 12) Organize and update internal department reports such as the “in-kind donations”, “corporate engagement”, as well as the “TIMEOUT ticket donations” report;
- 13) Coordinate the daily operations of the department with duties that include, but are not limited to, preparing department meeting agendas, creating meeting minutes, scheduling and participating in department meetings, booking meeting and project spaces, maintaining volunteer information binders and administrative files, etc.;
- 14) Procure other collaborative opportunities with outside community resources (i.e. CAPP – Community Assistance Parking Program, Assistance League of Los Angeles, Community service program);
- 15) Maintain the Career Center job board postings and the Volunteer board;
- 16) Conduct on-line research and assist in developing program resources and materials;
- 17) Coordinate and facilitate the purchase of office supplies and Smart & Final supplies;
- 18) Other duties as assigned;

PAGE 1 OF 2 – SEE PAGE 2 FOR JOB QUALIFICATIONS AND EXPERIENCE

E-mail cover letter and resume as an attachment to jobs@lalgbtcenter.org website: www.lalgbtcenter.org

Or submit a cover letter with application/resume to:

Los Angeles LGBT Center, Human Resources Dept., 1625 N. Schrader Blvd., Los Angeles, CA 90028

The Los Angeles LGBT Center is an Equal Opportunity Employer and is committed to fostering diversity within its staff. Applications are encouraged from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, medical/physical/mental condition, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.



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JOB QUALIFICATIONS AND EXPERIENCE:

- 1) Experience working with the LGBT community and familiarity with issues of particular relevance to LGBT people;
- 2) A passion for the Center's work and its mission to make the world a better place for LGBT people;
- 3) A minimum one year experience in staff or volunteer coordination, supervision or management, and/or community organizing;
- 4) Experience in a front office work environment;
- 5) Strong customer service and superior interpersonal skills;
- 6) Strong verbal and written communication skills;
- 7) Strong organizational skills, with attention to detail, and the ability to work independently and as part of a team;
- 8) Superior computer skills and knowledge including; MS Office Suite, word-processing, database operation, spreadsheets, and other software systems;
- 9) Able to work flexible hours including Saturdays and evenings;
- 10) Bilingual (English/Spanish) a plus;
- 11) Access to reliable transportation and the ability to be insured;
- 12) Demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, socio-economic backgrounds, religions, ages, English-speaking abilities, immigration statuses, and physical abilities in a multicultural environment;

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