



Pregnancy Helpline, Inc of Madison
1974 S. Stoughton Road, Madison, WI 53901

Volunteer and Donation Center Coordinator Job Description

Hours: 30-35 hours per week - Must be able to work during most of our "Open Hours" on a rotating schedule, Holidays and Holiday weekend off, flexibility in work schedule and some work that can be done remotely.

Compensation: \$16-19/hour based on experience and qualifications

Reports to: Executive Director

PRIMARY OBJECTIVE OF JOB The Volunteer and Donation Center Coordinator demonstrates the mission and values of the organization by managing all volunteers and donation center functions to provide the highest level of service possible in an efficient, courteous, personable and professional manner to ensure a positive experience for our clients, volunteers and community partners.

Volunteer Management

1. Recruit volunteers/and recruiters(advocates) through various methods
 - a. Maintain relationships and listings on Vol. My Time, churches, business, online forms
2. Work closely with other Coordinators on amount/type of volunteers needed
3. Manage Sign-Up Genius Scheduling Open hours and sorting
4. Manage and input General Commitment forms for volunteers and groups into Salsa Software
5. Manage Spreadsheet for individual and groups (contact info)
6. Manage Volunteer check-in and record hours
7. Supervise, support and encourage volunteers during Open Hours and additional vol. times

Donation Center Management

1. Work rotating Open Hours shifts on Tuesday nights and Saturday mornings. (additional day/time to be added)
2. Keep warehouse area and Bathroom clean (weekly and additionally as needed)
 - a. Keep walkways clear, wide and swept
 - b. Empty all garbage and recycle bins and take to dumpster
 - c. Break down cardboard boxes and stack neatly
 - d. Clean toilet, sink, floors and mirror.
 - e. Restock soap, toilet paper and paper towels as needed
3. Manage Donation Intake
4. Establish and Maintain relationships with donation sources to ensure steady donation intake. (Churches, schools, groups)
5. Manage Donation slips
 - a. have donors fill out
 - b. Input contact info into Salsa Software program
6. Record Diapers Donations that come in ... send report to E.D. at the end of the month
7. Manage and take items to St. Vincent de Paul
8. Educate volunteers and donors on list of items we do/don't accept

9. Work with Client Service Coordinator to process excess inventory (partner agencies/give away events, etc.)

Diaper Drives (work with E.D.)

1. Assess, organize and maintain inventory of diapers/wipes (Host drives, purchase, bundle/label)
2. Coordinate Diaper Drives in the community (3-5 month)
 - a. Maintain list of regular drives and recruit new hosts
 - b. Support hosts with materials -- folders, flyers, how-to, tally sheet
 - c. Set up and take down drives (banners, pack 'n plays, donations)
 - d. Inform ED of drive to promote on Social Media
 - e. Recordkeeping of drive totals
 - f. Thank you – cards and social media
3. Work with agencies for pickup/drop-off of diaper donations

Diaper Dash

1. Attend monthly meetings (April – October) Attend event (Last Saturday of September)
2. Secure Volunteers
3. Help to secure Sponsorships and Diaper Drives

Administrative Tasks/other

1. Attend monthly staff meeting
2. Timely response to email inquiries and phone calls
3. Write monthly newsletter articles
4. Regularly send pictures and ideas for Social Media posts
5. Manage monthly stats
6. Maintain/Pursue working knowledge of trends and best practices in the field of non-profit organization and Pregnancy Resource Centers
7. Execute other duties as directed by Executive Director

EDUCATION/EXPERIENCE

- High School diploma or equivalent
- 2-3 years' leadership experience, administration, nonprofit, management, recruitment

QUALIFICATIONS

1. Commitment to quality services and experiences for our volunteers and donors.
2. Strong interpersonal communication skills and ability to interact with people of all ages and backgrounds, including ability to solicit support from the community.
3. Strong problem-solving, conflict management, organizational and follow-up skills.
4. Ability to demonstrate strong leadership skills with ability to motivate, encourage and retain volunteers.
5. Ability to work independently and also in team environment which fosters effective collaboration in meeting the mission of Pregnancy Helpline.

COMPUTER EQUIPMENT AND SOFTWARE REQUIREMENTS

- Proficient in Microsoft Office and Google Workspace (docs, spreadsheets, forms, etc)
- Proficient or quick to learn how to use Signup Genius

- Quick to learn new software programs (We use a CRM called Salsa... will be trained)
- Proficient or quick to learn online recruitment methods like Volunteeryourtime.org

PHYSICAL DEMANDS

Ability to perform heavy lifting duties which include the equivalency of lifting up to and sometimes over 25 pounds, repeat bending and stooping, prolonged standing, and frequent pushing and pulling movements. These duties can also be delegated to capable volunteers as long as the duties are getting done and the warehouse area is clean, organized and safe.

The qualifications and physical demands described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions.

HOW TO APPLY:

Qualified candidates should submit a cover letter and resume outlining qualifications, experience and references to jobs@pregnancyhelpline.net

Qualified candidates will receive an application questionnaire.

Applicants will be screened as they are received and qualified candidates will be notified to set up an interview.