



239 West 49th Str.
New York, NY 10019
212-581-2910

Job Title: Volunteer Coordinator
Department: Development
Supervisor: Director of Community Outreach
Job Status: Full Time/Non Exempt
Hours: 35 hours per week (Tuesdays-Saturdays 9am-5pm)
Location: Midtown – Manhattan/ On-Site

About Encore: How have you impacted someone's life today? At Encore Community Services, our teams are dedicated to supporting the lives of older New Yorkers so that they may live with dignity and decency in a safe and caring environment. For over 40 years, Encore Community Services has provided care to the elderly of the Clinton, Times Square, and Midtown communities. Encore provides a comprehensive array of programs for older New Yorkers including supportive and affordable housing, home delivered and sit-down meals, case assistance, education, recreation, and friendly visiting. The organization takes a "no wrong door approach" to ensure Seniors are able to access all of their neighborhood and other entitled resources so they may age in place comfortably for as long as possible. Encore is at an exciting inflection point in its development. Encore is keenly aware that the demographics of Older New Yorkers is rapidly evolving. Therefore, Encore must also evolve to ensure the health, mental health, and economic stability of New York's diverse and vibrant senior community. The organization is working to build off a rich history to deepen its services and scale the work of giving back to seniors.

About Position: Encore Community Services is seeking a dynamic Volunteer Coordinator to manage volunteer groups and individuals. The goal is to ensure an engaging and impactful volunteer experience, making all feel welcome, informed, and valued throughout their time at Encore, as well as ensuring that our organization is always filled with the best and most reliable individuals that are correctly utilized for the fulfillment of our mission. This position requires a high energy person with excellent organizational skills, the ability to communicate effectively with people from diverse backgrounds and experience levels and the skill to diplomatically manage people and personalities in a thoughtful and respectful manner.

Responsibilities:

Administration:

- Manage comprehensive orientation process for new volunteers
- Develop and maintain process to review applications, check references and interview potential individual volunteers
- Develop and maintain process to assess interests/skills of volunteers and match with appropriate activities
- Maintain daily volunteer scheduling on the website; on site tracking of volunteer/intern hours; intern evaluations
- Maintain volunteer database- Keep detailed records of volunteers' information and assignments and in-put into Donor Perfect;
- Sourcing and recruiting volunteers through various techniques (databases, e-mail, social media etc.); Help to launch and recruit/oversee Encore's Intern Program, vetting all interns and evaluation of their strengths/skillset;

- Assist Program Staff in evaluating intern needs and match interns with the appropriate opportunity/team;
- Arrange for appropriate training when needed
- Other duties as assigned

Day to Day Operations

- Greet, welcome, and provide orientation for volunteers;
- Provide onsite support, direction, supervision and follow-up, in partnership with program staff, during volunteer experience;
- Assign responsibilities to the appropriate volunteers or special events; suggestions work closely with and communicate with Development team regularly on key events
- Coordinate in conjunction with Development teams of volunteers for large-scale actions; corporate volunteer events, or large organization volunteer groups

Retention

- Communicate frequently with volunteers to ensure they are satisfied and well-placed;
- Disseminate information for upcoming actions and events;
Ensure the purpose of the organization and its mission are clearly communicated;

Requirements:

- High School Diploma or equivalent;
- Must have customer service, retail management and/or volunteer supervision experience;
- 1 year Experience in recruitment through various channels;
- Experience in volunteering locally, nationally /or internationally;
- Computer proficient, with knowledge of databases such as Donor Perfect or other CRM, MS Office and MS Excel
- Public Speaking Skills
- Able to communicate effectively with diverse people or Ability to respectfully and professionally serve individuals hailing from diverse backgrounds, cultures, ideologies, and religions and work and thrive within a diverse, multicultural team environment
- Excellent organizational and team coordination abilities
- Must have a pleasant, outgoing personality;
- Ability to manage multiple tasks in a fast-paced work environment;
- Experience working in a team-oriented environment
- Demonstrated experience with developing and managing external collaborative relationships.
- Knowledge of community resources/programs
- Strong service coordination and administrative skills
- Exceptional oral and written capabilities
- Flexible, must be available to work some holidays and weekends
- Bilingual a plus (Spanish preferred)

How to apply:

Email Resume and Cover Letter with Salary Requirements to jobs@encorenyc.org. In the subject line, please indicate "Volunteer Coordinator."



239 West 49th Str.
New York, NY 10019
212-581-2910

How to apply: Email Resume and Cover Letter with Salary Requirements to jobs@encorenyc.org. In the subject line, please indicate **“Volunteer Coordinator”**

Due to the high volume of applicants, only qualified candidates will be contacted. No phone calls please. Encore Community Services is an equal opportunity employer and does not discriminate on the basis of race, color, gender, socio-economic status, marital status, national or ethnic origin, age, religion or creed, disability, or political or sexual orientation. Reasonable accommodations may be made to enable individuals with disabilities as defined by the ADA to perform the essential functions of the job.

All new hires must be vaccinated against the COVID-19 virus, unless they have been granted a reasonable accommodation for religion or disability. If you are offered employment, this requirement must be met by your date of hire, unless a reasonable accommodation for exemption is received and approved by Encore Community Services.