



Position: Volunteer Relations Coordinator

Reports To: Volunteer Services Director

Education: Bachelor's Degree

Relevant Work Experience: 1-2 years prior experience

Schedule and Status: Full-time exempt, Tuesday - Saturday, flexible when needed

Salary: Competitive and Negotiable

Overview:

The Volunteer Relations Coordinator is a full-time salaried position reporting to the Volunteer Services Director and also works closely with the Development team. This position is responsible for supporting the Volunteer Department in the scheduling and stewardship of volunteer groups that provide meals, snacks, and activities to our RMH & RMFR guest families. The primary responsibilities of the Volunteer Relations Coordinator are to communicate and steward the meals and activities volunteer groups during their volunteer project. This position coordinates the RMH Meal Provider groups as well as the Cater a Meal and Lunches with Love programs at each Family Room in Austin. The Volunteer Relations Coordinator will offer timely and knowledgeable information about our volunteer programs and other opportunities to support the RMH & RMFR programs and will work consistently with the Development & Communications team to steward volunteers who support these programs. This position's schedule will be Tuesday through Saturday, 10am – 6pm each day, with occasional flexibility where needed.

Essential Functions:

- Have a working knowledge of RMHC CTX volunteer guidelines, policies and procedures.
- Provide informational materials and/or route individuals and/or groups to appropriate staff.
- Maintain up-to-date scheduling calendars (website) and communicate access to the public and staff through multiple channels and avenues.
- Field inquiries from individuals and/or groups interested in learning more about how to get involved.
- Coordinates the Meal Provider volunteer groups at the RMH during the group's volunteer activity – this includes greeting, orienting, managing and touring the group throughout the RMH during their volunteer experience.
- Coordinate the Cater a Meal & Lunches with Love programs by working with volunteer groups and local restaurants to schedule meals for families inside each Austin RMFR. This includes recruiting new supporters and managing current supporters of this program.
- Serves as the main point of contact for all volunteer groups interested in supporting RMH & RMFR guests with special services such as free massages, spa treatments and other comforts.
- Promotes volunteer activities to current guest families and evaluates interest for future volunteer projects and activities.
- Maintain up-to-date meals calendar (internal) including relevant notes pertaining to the group.
- Communicate to the Development and Communications team the upcoming meals and activity groups to prepare for key introductions, tours and stewardship during the volunteers' time onsite.
- Collaborate with the Development and Communications team to manage and execute appropriate follow-up with all meal groups including thank you notes, pictures and feedback.
- Pursue opportunities for professional development
- Execute other responsibilities as requested by the Volunteer Services Director

- Additional meals & activities duties as needed.
- Work with Donor Database Manager to keep an updated record of volunteer engagement and stewardship activities.
- In coordination with the Corporate and Community Relations Manager, execute stewardship activities and engagement touch points with all meal provider groups.
- Participate in bi-weekly moves management meetings and work with Capital Campaign Director and CAO to identify prospective capital campaign and other major donors.

Requirements:

1. Passion for the mission of Ronald McDonald House Charities of Central Texas.
2. Excellent written and verbal communication skills.
3. Advanced knowledge of Microsoft Office required.
4. Familiarity in working with databases.
5. At least 1-2 years of previous experience in customer service or guest relations.
6. Must have reliable form of transportation and able to travel between partnering Austin area hospitals when needed.
7. Excellent interpersonal skills and the ability to relate to people of diverse backgrounds.
8. Demonstrated problem-solving and decision-making skills with the ability to work in a flexible, team-oriented environment.
9. Must be organized, able to accept direction and to work independently.
10. Must maintain discretion with regard to confidentiality and privacy.
11. Excellent presentation, public speaking and community relations skills.
12. Be dependable, flexible, and highly sensitive to and supportive of the mission of Ronald McDonald House Charities.

Position description is for informational purposes and is not an exhaustive list of all responsibilities. Additional duties that are consistent with the responsibility level of this position may be assigned.

Physical Requirements:

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

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

Equal Opportunity Employment Statement: RMHC is committed to equal employment opportunity both in principal and in fact. All employment decisions including, without limitation, decisions regarding recruitment, selection, hiring, compensation, benefits, training, advancement, discipline, termination, layoff, return from layoff, and other terms, conditions and privileges of employment, are based on individual qualifications, without regard to race, color, religion, national origin, sex, age, disability, sexual orientation, marital status or any other status not listed here protected by law.