

**Reports to:** Leadership Team

**Date:** January 25, 2023

<b>Position:</b>	Volunteer and Event Coordinator	<b>Hours:</b>	Full-time
<b>Reports to:</b>	Leadership Team	<b>Date:</b>	January 25, 2023
		<b>FLSA:</b>	Exempt

### **Job Summary**

The volunteer and event coordinator is pivotal to the organization, working collaboratively with the board and staff throughout the year on projects that support classroom, operating, and fundraising events, promoting awareness and engagement. The volunteer and event coordinator is comfortable working both independently and collaboratively within a small, close-knit team and thrives in a fast-paced, deadline-driven environment. The volunteer and event coordinator communicates effectively with a diverse range of stakeholders, is passionate about our mission, and understands the importance of volunteers to TLA's day-to-day operations and outreach.

In a given day, the volunteer and event coordinator may train a new volunteer, create messaging for a volunteer newsletter, brainstorm with staff on new ways to attract volunteers, or organize volunteer data to improve communication. The volunteer and event coordinator is the main point of contact for TLA events. We are looking for experienced candidates who are naturally curious and stay up to date with current trends but are also detail-oriented and able to manage many concurrent projects. Qualified candidates must also possess excellent project management and interpersonal skills. The ideal candidate has a high level of persistence, flexibility, and dedication to results.

### **Essential Duties and Responsibilities**

This full-time position is responsible for the recruitment, training, and supervision of volunteers for the organization. Responsibilities include fulfilling all agency volunteer needs for tutoring, special events, and operations. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below represent the knowledge, skill, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

#### ***Volunteer and Data Management***

- Fulfill all agency volunteer needs for tutoring, special events, and operations
- Recruit, interview, screen, train, and supervise all volunteers
- Evaluate prospective tutors and students and make appropriate one-on-one matches
- Collaborate with TLA program directors and coordinators to onboard volunteers at specific sites
- Appraise the performance of volunteers
- Document all volunteer activity
- Organize volunteer data for reporting

#### ***Event Management***

- Maintain, organize, and manage events from concept to completion, ensuring they operate smoothly and efficiently
- Work alongside event-related committees, staff, and/or the board of directors as required

- Coordinate guest lists, food service arrangements, décor planning, staffing of volunteers, and all necessary preparations for each event

### ***Communication and Training***

- Create messaging and content for volunteer newsletters and communicate regularly with volunteers
- Maintain ongoing contact with active volunteers and matched students
- Address complaints and resolve problems

### ***Other Duties***

- Plan and conduct recognition activities for volunteers
- Maintain materials resource library
- Participate in community fairs and events to recruit volunteers
- Attend staff meetings and meetings with immediate supervisor
- Keep abreast of local and national news related to adult and child literacy
- Participate in board committees, task forces, and events
- Support the TLA board and staff on ancillary tasks and projects and other duties as assigned

### **Core Competencies**

- Proven results in implementing volunteer programs
- Prioritizes and plans work activities
- Identifies and resolves problems in a timely manner
- Looks for ways to improve and promote quality
- Adapts to changes in the work environment
- Upholds organizational values
- Treats others with respect and consideration regardless of their status or position
- Shows respect and sensitivity for cultural differences
- Builds a diverse volunteer base
- Follows instructions, policies, and procedures
- Supports organization's goals and values
- Possesses excellent written and verbal communication skills
- Demonstrates the ability to work on multiple projects simultaneously while managing deadlines
- Establishes and maintains effective working relationships, builds rapport with diverse personalities, is tactful, mature, flexible, and adaptable
- Has business day availability, with occasional evening and weekend commitments
- Possesses high professional standards with the ability to see the big picture and manage practical details
- Establishes and maintains a highly organized workspace
- Demonstrates a commitment to the mission of The Literacy Alliance
- Has a valid driver's license and dependable transportation
- Can lift weight above 25 lbs.

### **Requirements**

- Bachelor's degree in education or a related field preferred; relevant experience can be substituted for a degree
- At least 3-5 years of relevant professional experience; nonprofit experience preferred
- Experience with AmeriCorps/SeniorCorp or similar organizations is beneficial but not required

#### **Other Skills and Abilities**

- Ability to read, analyze, and interpret professional journals, technical procedures, and grant/governmental regulations
- Ability to write reports, correspondence, and procedures that are clear and free from spelling and grammatical errors
- Ability to effectively present information and respond to questions from staff, students, and the general public
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations
- Ability to present numerical data effectively
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
- Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form
- Knowledge of Windows operating system and the ability to use database, internet, and word processing software

#### **Key Challenges**

- Maintaining the resource library materials in order and in stock
- Assessing one-on-one students
- Developing a volunteer recognition program using limited resources
- Serving a variety of internal customers

#### **Physical Demands**

- Occasional requirement to move from location to location in Adams, Allen, and Wells Counties
- Regular requirement to sit, talk, and listen
- Occasional requirement to lift and/or move up to 25 pounds
- Close vision required

#### **Compensation, Benefits and Office Environment**

This position reports to the chief operating officer but collaborates with all staff members. Our office is located in The Summit, 1005 West Rudisill Blvd, Suite 307. Free parking is available in a lot off the street. We have an outcomes-focused, flexible work environment with provided technology. Office space and accessories are provided. Most work is expected to be completed in the office, but flexibility is possible for those who need to occasionally work from home. Other benefits include the following:

- Competitive compensation; the amount will be shared with qualified applicants when they are invited to interview
- Generous holiday schedule, paid vacation/sick days, flextime
- Tech stipend

Job Posting  
**Volunteer and Event Coordinator**



- Dental insurance, vision insurance, group term life insurance, accidental death, and dismemberment insurance
- Ability to contribute to an employer-sponsored 403(b) retirement plan with 3% match

To apply, email the following items in a single PDF to [francine@literacyalliance.org](mailto:francine@literacyalliance.org):

- Cover letter
- Resume
- Answers to the following questions; please keep your responses to each question to 300 words or less
  1. What do you know about/what excites you about The Literacy Alliance's mission?
  2. What experience or qualities do you feel make you a uniquely qualified match for this position?
  3. Describe a time when you were responsible for multiple projects at once. How did you organize the tasks and make sure everything got done?
  4. Describe a time when you saw a problem at work and created a solution for it.

As an equal opportunity employer, The Literacy Alliance encourages applications from all individuals regardless of age, gender, race, ethnicity, sexual orientation, marital status, or physical ability, and evaluates all candidates on a merit basis.

Literacy changes lives. TLA's mission is to empower people and strengthen communication through education. Please visit [literacyalliance.org](http://literacyalliance.org) to learn more about our organization.