



## JOB DESCRIPTION

<b>Title:</b> Volunteer Coordinator	<b>A Status:</b> Exempt
<b>Department:</b> Programs	<b>Supervises:</b> Volunteers and Interns
<b>Reports To:</b> Director of Programs	<b>Date Written/Revised:</b> April 2026

### Summary:

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The Volunteer Coordinator is responsible for the full lifecycle of volunteer management, with a focus on recruiting and retaining volunteers who share the values of the Latino Community Center (LCC). Grounded in a community engagement lens, this role bridges the gap between diverse volunteer populations and Latine families. The Coordinator will cultivate a volunteer base that serves not just as temporary help, but as mentors and teachers who assist families in navigating and integrating into life in the United States.

### Essential Duties and Responsibilities:

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- Develops and implements strategies to recruit diverse and mission-aligned volunteers.
- Recruits, screens, interviews, and trains new volunteers
- Provides ongoing supervision for existing volunteers and interns, ensuring they receive appropriate training to succeed in their positions
- Acts as liaison between the organization and the community, including but not limited to:
  - Speaks to community, corporate groups, and at tabling events to present on the agency's history, needs, and volunteer opportunities
  - Coordinates with volunteers and the organization to ensure that staff are prepared for the arrival of volunteer groups and that all necessary tools, resources, and materials are readily available and that all staff understand details and expectations
- Works with Program staff to accommodate the volunteer needs of each program in a timely manner
- Advocates for volunteers by ensuring their voices are heard, their contributions are recognized, and their needs are represented in program planning and decision-making
- Develops and leads training sessions that prepare volunteers to work in various settings and across culturally and generationally diverse populations
- Ensures that volunteer check-in procedures are followed and that records of volunteer hours are maintained in accordance with established procedures
- Ensures staff are prepared for volunteer engagement and that all necessary tools and resources for community-building activities are readily available.
- Plans and implements formal and informal volunteer recognition activities to recognize volunteers' contributions to the organization
- Creates and maintains volunteer files, which will track individual applications, background checks, and other paperwork related to their ongoing participation in LCC volunteering opportunities

- Maintains the CRM database, tracks volunteer hours, and ensures all state-mandated clearances (Act 33/34, FBI) and child abuse reporting certifications are up to date for every participant.
- Develops and maintains protocols and procedures for volunteer management
- Communicates with program leaders and community partners to match the needs of the organization with volunteers
- Collaborates with the leadership team to identify highly engaged volunteers and implement cultivation strategies that transition them from service-oriented roles to long-term philanthropic supporters.
- Completes monthly reporting summaries of volunteer hours

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**Competencies (Knowledge, Skills, and Abilities):**

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- Experience working with volunteers and organizing community activities is required.
- Strong management skills, including planning, coordination, and supervision, are required.
- This position will require a highly organized individual with excellent follow-up skills.
- Excellent written and verbal skills in English and Spanish.
- Ability to establish and maintain professional boundaries with clients and volunteers
- Problem-solving skills and adaptability in a fast-paced setting.

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**Physical Demands and Work Environment:**

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This description is representative of the requirements that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Incumbent will operate in an office setting and be required to use a computer with a keyboard, telephone, or handheld mobile device for extended periods of time and office machinery as needed.
- Individual may occasionally be required to lift, push, pull, and carry up to 25 pounds.

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**Position Type and Expected Hours of Work:**

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This is a full-time position; typical hours are Monday through Friday, 9 AM to 5:00 PM, with a requirement for evening and weekend flexibility to support community events.

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**Education, Certification(s), and/or License(s) Required:**

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- Associate's degree in Business Administration or Nonprofit Management, or related field; and/or equivalent work experience.
- Act 33/34 and FBI Clearances required
- Complete Recognizing and Reporting Child Abuse Mandated and Permissive Reporting in PA
- Must possess a valid PA Driver's license and an insured, reliable vehicle.

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**Other Requirements:**

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- One (1) or more years in public relations/marketing
- One (1) or more years in volunteer management

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**Compensation:**

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- Hours per week: 40 Hours
- Salary range: \$40,000 - \$50,000 (*commensurate with experience*)
- Additional Benefits include medical, dental, vision, life insurance, and PTO time