



Volunteer & Development Coordinator

DEPARTMENT: Development

REPORTS TO: Director of Community Engagement

IMPORTANT JOB DETAILS:

JOB SUMMARY:

The Volunteer & Development Coordinator plays a crucial role in managing volunteer programs and contributing to fundraising and development efforts at Family Gateway. This position will recruit, train, and manage volunteers, support marketing and communication efforts, and play a vital role in supporting the Development team in their community outreach and fundraising.

The responsibilities of this role require a strong commitment to the organization's mission and the ability to engage and inspire volunteers and donors. Reporting to the Director of Community Engagement, the Volunteer & Development Coordinator will work closely with the entire Development team, agency volunteers, and donors. This position is ideal for someone who is creative, with social media experience and the ability to successfully share Family Gateway's story with the community.

JOB DUTIES/RESPONSIBILITIES:

The primary responsibilities of the Volunteer & Development Coordinator are to:

1. Volunteer Management:

- Recruit, train, and supervise volunteers.
- Develop and implement volunteer orientation and training programs.
- Create and maintain volunteer schedules and records.
- Recognize and celebrate volunteer contributions.
- Regularly evaluate volunteer programs to meet organizational needs.
- Foster relationships with community partners and organizations to enhance volunteer engagement.

2. Fundraising & Development Support:

- Manage a portfolio of school and youth organizations, creatively connecting them to partnership opportunities with Family Gateway.
- Oversee a portfolio of smaller and recurring donors to cultivate and increase their engagement.
- Post payments to the donor database and print thank you letters for donations to the agency.
- Assist in planning and executing fundraising events.
- Maintain donor records and assist in donor relations.

3. Marketing & Communications:

- Create compelling content to share Family Gateway's work with the community.
- Manage Family Gateway's social media channels, with the potential to add other external communications (e.g. eblasts) over time.
- Prepare volunteer recruitment materials and outreach strategies.
- Communicate with volunteers through newsletters, emails, tours, and meetings.
- Collaborate with the development team to promote volunteer opportunities and fundraising initiatives.

- Work independently and as a team player to take initiative and manage multiple tasks and projects.
- Perform all other duties as assigned.

SUPERVISORY RESPONSIBILITIES: Yes No

QUALIFICATIONS:

- **Education:** College degree required; *Business or Communications preferred.*
- **Marketing:** Experience with various marketing strategies and social media management required;
- **Communications:** Skilled in creating compelling written, oral, and graphic communications. Ability to convey complex ideas through brief, simple materials.
- **Project Management:** Attention to detail and ability to manage multiple projects and deadlines.
- **Team Player:** Works well in a team setting and is willing to support other team members on various tasks and projects.
- **Entrepreneurial Spirit:** Takes initiative and actively seeks to deepen current volunteer/donor relationships and to forge new ones. Self-motivated, proactive, and able to work independently.
- **Relationship Building:** Skilled at cultivating meaningful relationships with community stakeholders and with other Family Gateway staff to deepen knowledge of the agency's work.
- Experience serving and advocating for under-resourced populations preferred.

WORKING CONDITIONS:

- This is a full-time position, and it is subject to the Fair Labor Standards Act.
- Work hours are flexible to meet the needs of the agency and our community. ***Evening and weekend work for special events and engagement activities will be required.*** A combination of in office, work from home, and community engagement events should be expected.
- Applicants should be able to work in a cooperative team atmosphere, function smoothly under stress, and possess excellent communication and organizational skills.

To apply, send cover letter with resume to kkidwell@familygateway.org.