



Job Description

Job Title:	Volunteer Program Administrator
Department:	Development
Job Classification:	Hourly, Non-Exempt Position
Job Relationships:	Reports to Director of Philanthropy Provides support and training to volunteers

Responsible for the recruitment, interviewing and orientation of volunteers. Maintains volunteer records, including statistics on volunteer assignments and hours served. Works with individual departments to assure an adequate supply of volunteers for their operational needs.

Major Duties and Responsibilities:

- Responsible for the recruitment, interviewing, and onboarding of volunteers for all departments.
- Prepares for, schedules, and leads monthly or more frequent volunteer orientations.
- Coordinates training for volunteers regarding particular volunteer jobs/programs (adoption counseling, TNR, fostering, shelter/clinic shifts, etc.).
- Communicates with directors and other department managers on a regular basis in regard to volunteer needs, training and appreciation.
- Mitigates conflicts or performance issues that arise with volunteers.
- Inputs volunteer data and hours in volunteer management database (Volgistics).
- Aids in special event planning (WWJ, Birthday Party, etc.).
- Takes part in creating new ideas for volunteer development.
- Develops and coordinates ongoing educational trainings for volunteers.
- Responsible for working with various community service organizations (Larimer County Workforce Center, Dept. of Vocational Rehabilitation, Senior Comm. Service Employment Program, Poudre School District, Front Range Comm. College, etc.).
- Coordinates interns from outside organizations.
- Attends professional meetings and attends community events to promote Fort Collins Cat Rescue & Spay/Neuter Clinic.
- Acts as a liaison between Fort Collins Cat Rescue & Spay/Neuter Clinic volunteers and staff.
- Has a thorough understanding and working knowledge of programs.
- Demonstrates the Core Values of Fort Collins Cat Rescue & Spay/Neuter Clinic.
- Coordinates semi-annual volunteer appreciation events, and volunteer get-togethers throughout the year.
- Helps to determine, and manages, the volunteer program budget.

- With other key staff, develops annual strategic goals for the volunteer program that include objectives, goals, strategies, tactics, measurements, and contingency plans.

Other Duties:

- Takes part in staff meetings and regularly scheduled meetings with the Director of Philanthropy and Development Team, and attends quarterly All Staff Meetings & monthly Leadership Meetings.
- Provides programs, presentations, training to staff and community as needed. Represents the organization at outreach events and on committees. Participates in programs and activities as a key staff member.
- Represents Fort Collins Cat Rescue & Spay/Neuter clinic in a professional and courteous manner at all times.
- Provides quality service to customers, volunteers, and staff recognizing their individual contributions to Fort Collins Cat Rescue & Spay/Neuter Clinic.
- Actively promotes Fort Collins Cat Rescue & Spay/Neuter Clinic's programs and services.
- Treats animals humanely, with compassion and concern both on and off the job, and transmits these values to others.
- Follows all safety rules to ensure a safe work environment at all times. Takes immediate action to address any safety concerns or noncompliance of safety rules that could put an employee, volunteer, visitor, animal or the organization at risk.
- Provides evaluations and letters of recommendation for volunteers as requested;
- Performs liaison duties as needed;
- Performs related work as required;
- Regular and timely presence onsite.

Job Qualifications:

Education/Experience: Minimum of two years of college or equivalent experience. Minimum of one year working with volunteers or in a volunteer capacity. Sincere interest in Organization's mission and vision.

Knowledge: Knowledge of FCCRSNC's programs and policies/procedures. Must have proficiency in MS Office Applications, database and spreadsheet software. Knowledge of budget-making. Preferred knowledge of Google Cloud and MS Office applications. Preferred knowledge of cat behavior, basic animal care, the importance of pet spay/neuter and vaccinations, and pet retention programs to prevent pet homelessness.

Skills: Strong interpersonal, written, and oral communication, excellent attention to detail and the ability to work independently with minimum supervision. This position requires excellent time management and organizational skills and a demonstrated ability to direct a variety of volunteers.

Abilities: Able to supervise and direct a variety of volunteers; Able to work with animals; Able to work as a team member within several departments; Able to prioritize duties and perform

multiple tasks; Able to work in a high-stress, fast-paced environment; Able to learn, retain and communicate a wide variety of information; Able to work autonomously; Able to work with a budget; Able to perform research; Able to communicate effectively both orally and in writing; Able to plan, schedule and organize multiple priorities and a high volume of work.

Working Conditions:

Work Environment: Work performed in office and shelter settings. Employee is subject to travel locally to meet with other organizations. Potential for exposure to zoonotic diseases.

Physical Activities: See Attached Physical, Sensory and Mental Requirements

Unusual Demands

Work is subject to frequent interruptions. Employee is subject to work weekends, evenings, holidays, and beyond the normal scheduled hours of work.

Professional Development:

Attend training and/or read literature to ensure a current and relative working knowledge pertaining to the job.

This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an “at-will” relationship.

Employee Signature: _____ Date: _____

Physical, Sensory and Mental Requirements

Part I. Physical

REQUIREMENTS	FREQUENT	OCCASIONAL	RARE	COMMENTS
Sit	X			
Stand	X			
Walk	X			
Bend	X			
Squat	X			
Kneel	X			
Crawl			X	
Climb		X		
Run			X	
Reach Above Head		X		
Can lift unassisted up to 10 lbs	X			
11-20 lbs	X			
21-50 lbs		X		
up to 175 lbs				Never Without Assistance
Can carry unassisted up to 10 lbs	X			
11-20 lbs	X			
21-50 lbs		X		
51-100 lbs				Never Without Assistance
100 lbs & over				Never Without Assistance
Grasping: Right hand	X			
Left hand	X			
Both hands	X			
Pushing/Pulling	X			
Around moving machinery				N/A
Operate foot/knee pedal: Left foot				N/A
Right foot				N/A
Both feet				N/A
Left knee				N/A
Right knee				N/A
Both knees				N/A

Part I. Physical (Continued)

REQUIREMENTS	FREQUENT	OCCASIONAL	RARE	COMMENTS
Fine manipulating: Right hand	X			
Left hand	X			
Both hands	X			
Write legibly	X			
Drive a vehicle	X			
Exposure to: Heights			X	
Exposure to hazards: Biologic	X			
Chemical	X			
Noise		X		
Electrical				NEVER
Physical assault				NEVER
Microwave		X		
Sharp instruments			X	
Marked changes in temperature		X		
Marked changes in humidity			X	
Other (specify)				

Part II. Sensory

REQUIREMENTS	COMMENTS/RELATED JOB DUTY
Can distinguish smells	N/A
Can distinguish tastes	N/A
Can hear: Normal tones	NECESSARY TO PERFORM JOB
Soft tones	INOT REQUIRED
Can distinguish temperatures by touch/proximity	N/A
Eyesight: Normal/corrected to 20/40	NECESSARY TO PERFORM JOB
Close eye work	INOT REQUIRED
Color Recognition	N/A

Part III. Mental

REQUIREMENTS	COMMENTS/RELATED JOB DUTY
Can read, speak and write English	NECESSARY TO PERFORM JOB
Can control emotions (remain calm under physical or verbal abuse)	NECESSARY TO PERFORM JOB
Has positive attitude toward the handicapped and elderly	NECESSARY TO PERFORM JOB
Able to work with controlled substances	N/A
Can handle stress	NECESSARY TO PERFORM JOB