**PPAI JOB DESCRIPTION**

***Volunteer Programs Coordinator***

The Volunteer Programs Coordinator manages the communications, marketing/promotion, identification, assignments for both committees and project assignments, tracking and recognition in support of the association volunteer programs.

**Reporting Structure**

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| Title of reporting manager: Director Member Engagement & Regional Relations |
| Department: Member Engagement & Regional Relations |

**Job Status**

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| FLSA Status (Exempt / Non-Exempt): NE |
| Compensation (Hourly / Salary): Hourly |
| Job Status (Full-Time /Part-Time /Temp): Full-Time |
| Daily Schedule (Start time Flexible / Not Flexible): Flexible |
| Work Location: Position must work from HQ location |

**Job Discretion**

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| --- |
| How many people does this position supervise: 0 |
| Does this position have disciplinary responsibilities: No |
| Does this position have hiring / termination responsibilities: No |
| Does this position have evaluation responsibilities: No |

           **Essential Functions and Primary Duties *(list up to 10 most important points)***

1. Responsible for overall outreach and tracking of association volunteers from recruitment, training, assignments, service credits and other activities to deliver an exemplary volunteer experience. Supports association staff in volunteer out-reach and resources.
2. Coordinates and where appropriate manages on-line content and visibility for volunteer programs and industry volunteers including website page content, knowledge communities and social media channels.
3. Able to concept and deliver lively communications via newsletter, email, social media and other formats to ensure timely and varied reach to volunteer community.
4. Able to develop, implement, deliver and review survey data and make recommendations for improvement on low-performing experiences.
5. Manages logistics and operations for volunteer and recognition programs for live events including onsite coordination and staffing needs.
6. Coordinates shared volunteer program including identification of needs, recruiting of volunteers, scripting, project feedback and tracking as well as service credits and recognition.
7. Manages the PPAI Fellows program which recognizes long-term volunteers to include identification, customized communications and engagement experiences.
8. Updates all IMIS and other related resources to reflect volunteer activities. Runs related reports as necessary.
9. Able to design and deliver engaging volunteer training sessions in online or face-to-face settings that will enhance the volunteer experience

**Secondary Responsibilities *(list up to 7 lesser important points*)**

1. Assists with monitoring monthly budget expenditures; purchase orders, invoices, relevant documentation.
2. Assists with the development and update of printed and on-line materials to provide visibility for all Volunteer participants including collection of photos other collateral.
3. Work with the IT department to manage on-line volunteer tracking as well as related web content to ensure sites are active, current and updated as needed including proofing and testing.
4. Participate in the presentation of webinars or other training content
5. Engages in on-going awareness of best-in-class volunteer outreach and recognition and shares opportunities to deliver new/increased engagement where appropriate

**Association Wide Responsibilities & Values (expectations of everyone)**

1. Provide honest and ongoing communication as needed to support success throughout the organization
2. Meet established deadlines for all projects, reports and communications for all audiences both internally and externally.
3. Provide high-quality products, reports, communications and projects for all audiences internally and externally.
4. Be fair, consistent, responsive and supportive of leaders, staff, board members, members and vendors
5. Help PPAI to continually seek improvement. Be prepared to personally manage changes taking place within PPAI and the industry.
6. Be empowered, accountable and responsible for your career success, actions, influence and impact upon the organization as a whole.
7. Foster cultural values, mission and overall organizational guidelines of PPAI.

**Education Requirements**

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| --- | --- | --- |
| **School/Certification Authority** | **Degree/ Certification** | **Major/ Minor** |
| High School Diploma or equivalent office experience | Required |  |
| Jr. College or College | Desired | Business or related field |
| Certification | Desired | Association, nonprofit or volunteer program  |

**Experience Requirements**

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| --- | --- | --- |
| **Type of Work** | **Years of experience** | **Depth of Experience** |
| Association | 2-3 | Strong understanding of how associations operate, awareness of issues and proven ability to interact with all member types |
| Verbal & Written Communications | 2-3 | Solid writing and editing skills; poised and professional appearances, uses good grammar; comfortable in face-to-face settings, able to present content in live event or meeting settings |
| Computer & Administrative Skills | 2-3 | Proficient in Microsoft suite along with expansive knowledge and use of excel and other data management tools. Able to operate a variety of office equipment. |
| Organizational Skills | 2-3 | Ability to manage varying and sometimes complex projects, able to self-direct; goal-oriented; has a good grasp of project management |
| Customer/Member Service | 2-3 | Exemplary customer service mind-set to ensure timely and accurate response to inquiries; Works well with broad audience. |

**Knowledge, Skills and Abilities**

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| --- | --- | --- |
| **KSA’s** | **Years of experience** | **Depth of KSA’s** |
| Computer Skills | 3-5 | All basic Microsoft packages including word, excel power point, publisher as well as website editing, navigation, and IMIS proficiency |
| iMIS | 2-3 | Proficient – Knows the ins and outs of the software and the ability to learn new software quickly |
| Project Coordinator | 2-3 | Demonstrate the ability to manage content, resources and strategy to support delivery of recognition events |
| Organization; attention to detail; accurate data entry skills | 3-5 | Strong – Ability to work simultaneous demands with professionalism and a positive attitude |
| Verbal and written communications | 1-3 | Ability to communicate effectively with broad audience and demonstrate an exemplary customer service attitude |
| Marketing/Communications | 1-3 | Able to craft marketing and communications strategies to support the creative delivery of programs/services & content |

**Physical Requirements**

\*Sitting: 60%

\*Standing: 40%

\*Lifting: 45%

\*Pushing/Pulling: 15% Yes, - packing/unpacking of awards and meeting collateral – mechanical assistance is available

\*Bending/Stooping: 15%

\*Extended work hours, extended weeks (endurance requirement): 5%

**Work Environment**

\*Office environment: 95%

\*Trade show floor or event venues: 5%

\*Temperature controlled: 100%

\* Travel: Must be able to travel for Expo