



We build strength, stability,
and self-reliance through shelter.

Habitat For Humanity Greater Cincinnati

Position: Volunteer Engagement Coordinator

Type: Full-Time, Non-Exempt

Manages Others: No

Reports To: Volunteer Manager

Position Summary

The Volunteer Engagement Coordinator supports Habitat Greater Cincinnati's mission by building operational capacity through volunteer engagement and support. The Volunteer Engagement Coordinator exemplifies our commitment to providing a consistent, meaningful volunteer experience, ensuring that we prepare, empower, and appreciate each volunteer that serves Habitat Great Cincinnati.

The Volunteer Engagement Coordinator will focus on administrative system and process compliance, including the execution of day-to-day volunteer management tasks associated with the recruitment, orientation, retention, evaluation, and recognition of volunteers. This includes assessing short- and long-term volunteer needs, coordinating logistics, communicating with volunteers, and managing data and systems. To be effective, this role will actively engage with all members of team (organization-wide), program participants, and core volunteers.

Position Responsibilities

Program Design and Evaluation:

- Contribute to the design and structure of volunteer programs and integrate programmatic efforts of mission and issue awareness into all volunteer activities of the organization.
- Ensure all programs are compliant with policies and procedures. Prepare for the effective management of volunteers through all stages of involvement (recruitment, orientation, retention, evaluation, and recognition) toward long-term commitment and engagement.
- Collect feedback on volunteer program efforts, both in the effectiveness of meeting program goals and in volunteer satisfaction; participate in volunteer shifts for first-hand experience.

Program Execution:

- Work with the Volunteer Program Manager to facilitate staff training to ensure we provide consistent, meaningful volunteer experiences (this role will focus primarily on build day experiences) through a commitment to proper orientation, hospitality, and accountability.
- In coordination with teams: work to ensure that volunteer needs are well-represented in external communications (newsletters, social media, etc.) and other content development; ensure adequate coverage for volunteer outreach and recruitment opportunities, including but not limited to volunteer fairs, community events, and speaking engagements.

- Work in tandem with Volunteer Program Manager to develop relationships with community organizations including service-learning programs, young professional networks, campus chapters and other non-profit organizations that are interested in partnering through volunteerism.
- Coordinate all aspects of volunteer experience logistics, specifically for the build site, for individual volunteers, corporate and community groups, and coalitions. Including:
 - Gathering information on volunteer needs/numbers
 - Ensure necessary volunteer supplies (first-aid, protective equipment, etc.) are inventoried and readily available for volunteer use.
- In collaboration with the Construction team, manage a volunteer calendar and ensure adequate coverage.
- Populate volunteer opportunities in volunteer management system. Draft communication templates ensure timely, and relevant communications, both internal and external.
- Manage registration and attendance process, actively track data for reporting.
- Together with team, execute volunteer recognition and appreciation structure and coordinate associated events/activities.
- Work actively with the program manager to execute the annual Rock the Block event.
- Work with the Development Operations Coordinator for data management using Raisers Edge NXT
- This position will actively participate in build days for first-hand volunteer experience.
- This position has a flexible schedule, and may be asked Tuesday- Saturday, during high-traffic volunteer months (June – November) to provide on-site support for groups.

Qualifications

- 1-3 years of volunteer management or non-profit experience or other relevant experience preferred.
- Passion and calling to engage volunteers in Habitat's mission.
- Ability to support volunteer tracking and engagement, and administrative support for the program.
- Demonstration of good interpersonal skills in a variety of social and professional settings to ensure good working relationships with volunteers, campus chapters, colleagues, donors and families.
- Excellent organizational and time management skills.
- Excellent written and oral communication skills.
- Capable in relationship building and relationship management.
- Respect for and openness to diverse populations.



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- Comfortable with public speaking and as a presentation speaker.
- Ability to perform as a team player, combined with ability to work independently with limited supervision.
- Excellent attention to detail with excellent follow through.
- Ability to ensure that volunteer appreciation is an essential component of our everyday work.
- Ability to maintain a high level of confidentiality.

We are an equal opportunity employer

LIMITATIONS AND DISCLAIMER

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

This job 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 instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an “at-will” basis.