



### **VOLUNTEER SERVICES SPECIALIST:**

Actively involving individuals, community-based groups and organizations, corporate employees and businesses in Hands On Orlando's volunteer projects and activities.

### **HANDS ON ORLANDO'S MISSION:**

Hands On Orlando is a non-profit organization that solves community problems by empowering people to make a difference through meaningful volunteer action.

### **JOB RESPONSIBILITIES** (Additional details are listed below.):

- Actively communicate with individuals, groups and companies to cause, sustain and increase their participation in Hands On Orlando's activities.
- Identify, train, manage and support Hands On Orlando's volunteer Project Coordinators.
- Plan, manage and lead customized and calendar volunteer projects.
- Lead corporate and group orientations.
- Supervise others and delegate tasks.
- Help create, promote and support Hands On Orlando's fundraising efforts.
- Communicate with volunteers who sign up for projects to help insure excellent attendance.
- Work collaboratively with the Community Partnerships Manager.
- Other duties as assigned.

### **QUALIFICATIONS:**

- Minimum two years of marketing, corporate communications or event planning experience.
- Excellent time management and organizational skills.
- Can manage different projects simultaneously.
- Work effectively under pressure, meet deadlines and timelines.
- Excellent communication skills; written and verbal.
- Perform in an atmosphere that requires individual initiative or group decision-making.
- Possess a high level of enthusiasm, motivation and determination, along with a strong ability to collaborate.
- Can define and evaluate problems, collect data, establish facts, draw conclusions and offer suggestions for solving problems.
- Ability to work in a small office environment and handle own administrative tasks.

The successful applicant will possess a strong interest in civic involvement and excel at working collaboratively in culturally diverse environments. This is an opportunity to leverage time, talent and passion to help build a greater Central Florida community.

### **JOB REQUIREMENTS:**

- Professional demeanor, both in person and on the telephone.
- Broad-based computer skills.
- Have transportation with current Florida Driver's License and automobile insurance.
- Mobile and home phones.
- Work schedule is full-time, Monday-Friday and occasional weekends, evenings and early mornings.
- Ability to travel outside Central Florida less than 5% of the time.
- Ability to lift 25 pounds.

### **PAY & BENEFITS:**

- Salary: \$19,000 - \$21,000, depending upon experience.
- Flexible benefits equaling 12% of annual salary.
- Paid vacation.
- Paid thirty minute lunch (Equals 3.25 weeks off annually.)
- Twelve paid holidays/personal days.
- Opportunities for career advancement.

### **HOW TO APPLY:**

Potential applicants should review [www.handsonorlando.com](http://www.handsonorlando.com) and if interested submit a cover letter, resume and salary requirements via e-mail to: [volunteer@handsonorlando.com](mailto:volunteer@handsonorlando.com). EOE

## **Volunteer Services Specialist**

Duties and Responsibilities

### **15% - Recruit, train and support Hands On Orlando's Project Coordinator corps.**

- Utilize a variety of conventional and creative means to identify and recruit potential Project Coordinators.
- Lead individual and group Project Coordinator orientations.
- Lead individual Project Coordinator training sessions utilizing Hands On Orlando's "It's as easy as, 1-2-3...4" outline.
- In collaboration with each Project Coordinator, determine their interest areas, suitability and availability.
- Develop, implement and sustain methods to support, empower and retain good Project Coordinators.
- Maintain updated lists of active and prospective Project Coordinators with relevant contact information, interests and availability.

- Proactively work with the Community Partnerships Manager to get a thorough understanding of each project supported and coordinated by Hands On Orlando.

**65% - Communicate and meet with potential Community Partners; corporations, civic groups, clubs, and associations, schools, neighborhood organizations and faith/philosophy-based organizations to motivate them to use and support Hands On Orlando.**

- Contact and meet with potential partners on a daily basis.
- Maintain updated lists of active, prospective and possible Community Partners with relevant information.
- Lead corporate and group volunteer orientations.
- Design and implement volunteer surveys and present their findings to Community Partners.
- Present information about community needs to our Community Partners.
- Motivate Community Partners to get involved in Hands On Orlando's volunteer projects, special events and customized projects.
- Help coordinate "supply" drives related to Hands On Orlando calendar and customized projects that our Community Partners embrace.
- As part of comprehensive conversations about the benefits of volunteer involvement with Hands On Orlando, encourage Community Partners to support/sponsor Hands On Orlando with donations.

**10% - Volunteer Communications**

- Answer questions that prospective and current volunteers have about Hands On Orlando and its projects.
- Monitor volunteer project sign-ups.
- Interpret the potential for volunteers to attend projects that they sign up for, based on a variety of factors.
- E-mail Project Coordinators their lists of volunteers approximately one week before their project are scheduled to occur.
- E-mail courtesy reminders to volunteers approximately two days before their project are scheduled to occur to increase the show-up ratio.

**10% - Volunteer project leadership, planning and support.**

- Help plan and manage Hands On Orlando's volunteer projects.
- Attend and participate in a variety of Hands On Orlando's calendar volunteer projects.
- Lead projects when Project Coordinators who are pre-assigned become unavailable.