



Iowa Center for Economic Success

Position Description

Title: Volunteer Coordinator
Reports To: President & CEO
FLSA Status: Exempt

Summary: Coordinate and grow The Iowa Center's volunteer resources across Iowa to meet the needs of our expanding programs that empower aspiring and existing small business owners to realize their dreams of business ownership. The Volunteer Coordinator's primary goals are to recruit, coordinate roles, and develop ongoing relationships with volunteers in the community so small business owners are continuously learning and connecting with experienced and engaged volunteers across the state. The Volunteer Coordinator is a full-time position.

Essential Duties: Essential job duties for this position include the following items. Other duties must be performed as assigned or required.

- Collaborate with all program areas to identify volunteer needs and manage and update volunteer job descriptions as needed. Work closely with Client Services Coordinator to connect subject matter expert coaches one-on-one with small business clients; work closely with Project Managers to schedule expert speakers for classes, courses and other events.
- Identify and recruit volunteers based on program needs through outreach and promotions. Work with Advancement Coordinator to promote opportunities on website, social media and additional platforms.
- Screen and place volunteers into specific roles, including scheduling volunteers several weeks or months in advance for presenter roles or scheduling immediately for 1:1 coaching roles.
- Track and report on all volunteer resource activity for various reporting requirements, and manage all necessary volunteer follow up activity. Manage all volunteer data and activity within Salesforce.
- Collaborate with staff to identify volunteer intern opportunities and recruit, onboard and serve as liaison for interns who work directly with staff.
- Develop a robust volunteer outreach program and ongoing volunteer partnerships with Iowa businesses and organizations interested in supporting Iowa's small business community.
- Develop a thoughtful volunteer appreciation/recognition strategy, including individual and collective appreciation opportunities.
- Regularly evaluate volunteer strategies to ensure we are offering the best possible experience for both volunteers and small business clients.
- Other duties as assigned.

Qualifications: To perform this job successfully, the individual in this position must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the minimum knowledge, skills and ability required.

- Experience: You must have volunteer recruitment and/or coordination experience.
- Mission Driven: You are committed to The Iowa Center's mission of empowering Iowans to strengthen and stabilize their financial futures through business ownership and investment.

- Personable: You are a natural connector and can take initiative in reaching out and building relationships with individuals and organizations.
- Go-getter: You can self-direct and have a willingness to learn new skills; you multi-task and manage your time very well and a master at working with details.
- Collaborative: You are an excellent communicator and love working closely with your team.
- Technology: You are proficient in Microsoft Office; have experience with CRM software (Salesforce) and love the challenge of learning new technology when needed.

LANGUAGE SKILLS:

- Strong oral and written communication skills
- Ability to effectively present information in one-on-one and group discussions

REASONING ABILITY:

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Standing – Approximately less than 1/3 of on-the-job time.
- Walking – Approximately less than 1/3 of on-the-job time.
- Sitting – Approximately greater than 2/3 – choose one of on-the-job time.
- Driving – Approximately less than 1/3 of on-the-job time.
- Use of hands to finger, handle or feel – Approximately greater than 2/3 of on-the-job time.
- Reaching with hands and arms – Approximately between 1/3 and 2/3 of on-the-job time.
- Climbing or balancing – Approximately less than 1/3 of on-the-job time.
- Stooping, kneeling, crouching or crawling – Approximately less than 1/3 of on-the-job time.
- Talking or hearing – Approximately greater than 2/3 of on-the-job time.
- Tasting or smelling – Approximately less than 1/3 of on-the-job time.
- Weight lifted/Force exerted – An average of approximately up to 10 pounds, non-continuously.
- Physical demand requirements listed are primarily applied to ability to lift and move paper supply, client files, etc.
- Vision – Close vision (clear vision at 20 inches or less).

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job.

- Environmental – This position operates in a clerical office setting and routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.
- Noise – Noise is low to moderate, as is typical of an office environment.

Apply: To apply, please send cover letter, salary requirements, and resume to Katie Hentges at KHentges@theiowacenter.org