



Guide Dogs for the Blind

POSITION DESCRIPTION

POSITION TITLE: Program Specialist, Volunteer Department (Oregon)

REPORTS TO: Campus Volunteer Manager

OPERATING RESPONSIBILITY: Up to 250 Volunteers

OVERALL SUMMARY: This position organizes all aspects of the Volunteer Program on the Oregon campus and in the Oregon/Southern Washington Community, from identifying and developing ways to recruit and use volunteers in concert with GDB's goals and objectives, to assuring that proper orientation, recognition and evaluation of volunteers and volunteer programs are ongoing. This position also coordinates tours of the OR campus including those that are held in conjunction with Graduation.

POSITION ESSENTIAL FUNCTIONS:

Support the efficient and mission-focused operations of programs on the Oregon campus and in the Oregon/Southern Washington Community through the recruitment, assignment, and support of volunteers.

Establish, review and update objectives and guidelines for the Volunteer Program on the Oregon campus and in the Oregon/Southern Washington Community in coordination with Administration, staff and volunteers.

Assist other staff members with volunteer opportunities and needs assessment. Continually train staff on how to best use volunteers in every department. Hold ten New Volunteer Orientations per year with an equal number of orientations being held on weekdays and weekends. Recruit, interview and screen potential volunteers; recommend and orient qualified volunteers in positions for all programs and departments.

Provide volunteer and logistical support for special events, particularly where volunteer support is integral to the success of the event.

Maintain database and statistical service records of all volunteers; provide periodic reports to management.

When there is a need, directly supervise on-campus volunteer activities, including Tour Guides.

Coordinate school and adult campus field trips. Schedule and provide volunteers to tours by general public and be responsible for their smooth running.

Coordinate volunteer recognition events and annual volunteer luncheon. Acknowledge and reward volunteers for ongoing milestones.

Provide volunteers for speakers/events and coordinate with other relevant staff on the Oregon campus and in the Oregon/Southern Washington Community.

Working in conjunction with relevant departments, provide trained and screened volunteer drivers for airport pickup and delivery, and dog drivers to vet appointments.

Organize educational events for all volunteers.

Work with Canine Welfare/Training Manager to schedule numerous events throughout the year to update information for volunteers working with dogs.

Undertake other duties as assigned.

POSITION ESSENTIAL REQUIREMENTS:

At least 3 years supervisory experience desirable.

Self-starter with excellent oral and written communication skills. Enthusiasm, focus, creativity, humor, and positive outlook. Ability to work independently and lead others.

Able to manage volunteers with diverse expectations, skills, interests and abilities.

Strong conflict resolution skills.

Demonstrated proficiency in Microsoft Outlook Suite, including Word, PowerPoint, and Access or other Database applications. Experience in Raiser's Edge a plus.

College degree or equivalent work experience.

POSITION SPECIFICATIONS:

Full Time, Non - Exempt position, able to work at least one Saturday per month and travel to California campus 2-4 times/year.

