

RIDE CONNECTION POSITION DESCRIPTION VOLUNTEER OUTREACH SPECIALIST

Position Title:	Volunteer Outreach Specialist
Position Reports To:	Development Director
Full Time Equivalent:	100%
Positions Supervised:	Volunteer Staff
Status:	Non-Exempt

Position Summary

The Volunteer Outreach Specialist (VOS) is responsible for the overall recruitment, retention and recognition of Ride Connection's volunteer program and provides key support to staff and transportation partners. The VOS is the first point of contact for prospective volunteers and works closely with staff and transportation partners to determine volunteer needs and goals for the organization, based on capacity and community need. The VOS will be responsible for developing and implementing an outreach plan aimed at the recruitment of new volunteers, working closely with the Development Director and appropriate staff on strategy. The VOS coordinates all volunteer onboarding and serves as a liaison between the volunteers and staff and transportation partners. The VOS also supports the organization by increasing community awareness of Ride Connection, building relationships with corporate and community partners and representing the organization at various outreach events and speaking opportunities.

Core Accountabilities

Agency Values: Consistently demonstrates Ride Connection values in all business interactions and performance. Ride Connection has identified the following as our agency values:

- Recognize, nurture and appreciate our customers and staff and volunteers.
- Maintain collaborative relationships with Service Partners.
- Deliver safe, personalized transportation options.
- Assure honest, reliable and accountable business relationships and practices.

Teamwork – Exhibit spirit of cooperation, showing adaptability and flexibility. Support team goals, assist co-workers and show appreciation for others. Communicate effectively and kindly with others.

Respect and Caring – Consistently and respectfully interact with others in a compassionate and professional manner. Maintain confidentiality.

Effective Use of Resources – Use office and position resources effectively. Make efficient use of the time and talents of others.

Initiative – Show independence and ingenuity. Demonstrate creativity in problem solving, contributing new ideas and solutions.

Lead by Example

Major Duties and Responsibilities

- Recruits and supports placement of volunteers within Ride Connection and our service partners for driver programs, various committees, departments and programs, with an emphasis on volunteer drivers
- Collaborates with Ride Connection staff and service partners to identify volunteer needs, training and supervision of a variety of programs
- Maintains a wide variety of online, community and multimedia sources to creatively market volunteer opportunities
- Identifies and develops partnerships with businesses and organizations to recruit volunteers and increase awareness of Ride Connection's mission
- Develops and coordinates volunteer recognition and retention programs and activities
- Represents Ride Connection in the community at various events and meetings
- Maintains accurate volunteer information in Raiser's Edge and Thingtech databases and provides timely reports
- Provides ongoing support, education and training to volunteers and service partners
- Works with Training and Quality Assurance departments to ensure volunteers are in compliance with training and safety requirements, as needed
- Provides support to the Development team on various special events, as needed
- Encouraged to be involved with the Diversity Equity and Inclusion Committee to ensure appropriate, applicable and specific recruitment efforts to disenfranchised populations is maintained
- Represents Ride Connection in a professional manner to our service partners, our funders, and the community
- Ability to effectively communicate the mission and purpose of Ride Connection
- Develops, maintains and enhances relationships with Ride Connection staff, partners, customers, and supporters
- Provides superior quality customer service to ensure that each person who requests Ride Connection service is treated with dignity, respect and patience
- Develops, maintains and enhances relationships with Ride Connection staff, partners, customers, and supporters
- Provides superior quality customer service to ensure that each person who requests Ride Connection service is treated with dignity, respect and patience
- Participates in required training and attends all staff meetings as required
- Activities of this position actively support inclusive practices that determine the needs and preferences of our target population
- Adheres to current Ride Connection Personnel Policies
- Performs other duties as assigned

Required Qualifications

- BA degree in a related field with a minimum of two years of progressively responsible experience that is directly related to the duties and responsibilities specified or the equivalent combination of education and/or relevant experience
- Demonstrated use of online volunteer recruitment tools
- Experience and skill in public speaking
- Proficiency with Microsoft Office Suite
- Ability to work as a team member with a diverse group of people
- Ability to meet prescribed deadlines and maintain accuracy
- Ability to adapt to a rapidly changing environment
- Ability and willingness to work evenings and weekends, as needed
- Must have access to reliable transportation for employment purposes which may include evenings and weekends. If using personal vehicle, must maintain proof of auto insurance and comply with State regulations.
- Ability to pass a National Criminal Record Check, including fingerprint identification
- Exceptional verbal, written and interpersonal communication skills with the ability to exercise good judgment, courtesy, and tact in public contact and handling problems
- Strong organizational skills and ability to manage multiple responsibilities within a specified timeline
- Ability to understand and follow written and oral instructions
- Ability to give clear and concise directions, both orally and in writing
- Ability to work independently on assigned tasks and to make decisions with minimal supervision by prioritizing and organizing tasks
- Effective problem-solving skills
- Effective listening skills

Preferred Qualifications

- Ability to speak other languages, in addition to English
- Experience in recruiting through various channels
- Experience working with older adults and people with disabilities
- Experience using Raiser's Edge or similar program

Physical Requirements

- Repetitive motion
- Prolonged sitting and standing
- Extensive visual/hearing involvement
- Verbal communication with others
- Office environment
- Occasional outdoor activities
- Frequent off-site meetings
- Frequent lifting of items from below the knees or above the shoulders
- Frequent lifting up to 40 pounds

Note: This job description is intended as a guideline, only, and does not limit in any way the duties or responsibilities of any employee. Nothing herein shall be construed as a contract of employment, expressed or implied. All employment may be terminated at will, with or without cause.

Ride Connection is an Equal Opportunity Employer.