

Finger Lakes ReUse Inc. - Job Listing

Job Title: Volunteer Coordinator

POSITION SUMMARY:

The Volunteer Coordinator is responsible for maintaining and enhancing the volunteer and training programs in a dynamic retail business setting. This position requires a balance of hands-on involvement in a retail business and attention to detail both administratively and in human relationships, focusing on these five key tasks:

- Create an engaging, effective and welcoming environment for volunteers as well as participants in the ReSET Retail and Customer Service (ReSET R & CS) job-training program, ensuring their time with Finger Lakes ReUse is mutually beneficial.
- Effectively undertake all administrative tasks related to the orientation and scheduling of volunteers and ReSET R & CS trainees and their integration into ReUse Centers' operations.
- Support the ReUse Training Director in the coordination and continued evolution of the ReSET R & CS Program.
- Actively participate in the retail and donation activities of the ReUse Centers.
- Coordinate responsive volunteer activities and events to support the needs of the ReUse Centers' operations.

REQUIRED QUALIFICATIONS:

- Ability to work independently without direct supervision.
- Ability to communicate pleasantly and effectively with staff, volunteers, trainees, customers, donors, and the public.
- Ability to read, interpret, and follow verbal and written instructions, and to legibly write in and complete forms, perform basic arithmetic, and follow written and verbal instructions.
- Ability to conduct sales transactions, use computerized cash register software with keyboards and mouse.
- 3+ years of experience working in an administrative setting and retail customer service, 1+ years of experience in worker supervision and/or training, demonstrating enhanced worker performance as a result of supervision and/or training.
- Demonstrated experience with Microsoft Office Suite and Google Apps.
- Minimum education not required.

PREFERRED QUALIFICATIONS:

- Demonstrated experience with CiviCRM or other Customer Relationship Management or database management software.
- Demonstrated experience in solving practical problems in a changing work environment.
- Demonstrated experience communicating pleasantly & effectively with diverse audiences, & working with diverse populations.
- Previous experience working in social services, volunteer coordination, and/or with reuse or recycling organization(s).
- Ability to safely use hand tools.
- Current New York Driver license preferred with a clean record.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

COMPENSATION:

Finger Lakes ReUse is a Tompkins County Certified Living Wage Employer and an Equal Opportunity Employer. Starting wage for this full-time (40 hours/week) position will range from \$14.00 an hour to \$15.75 an hour, based on experience.

ABOUT FINGER LAKES REUSE:

Finger Lakes ReUse is a 501(c)(3) nonprofit organization with a mission to enhance community, economy, and environment through reuse. We are collaboratively developing best-practices approaches to environmental, social, and economic justice challenges by addressing overflowing landfills, structural poverty, and unemployment and are actively developing a replicable, open source model for independent and local Community ReUse Centers. Finger Lakes ReUse is creating living wage jobs, hands-on job training opportunities, and is inspiring reuse through its programs and activities.

Please email letter of interest and resume to: jobs@fingerlakesreuse.org or **mail** to Finger Lakes ReUse, Inc., 214 Elmira Rd., Ithaca, NY 14850. **Full job description available at** <http://ithacareuse.org/employment>

APPLICATION CLOSING DATE: Listing will be posted until position is filled. The priority deadline for applications is April 22, 2016.



Finger Lakes ReUse Inc.
Staff Position Description – Responsibilities and Essential Functions
This job description is subject to change at any time

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| Job Title: Volunteer Coordinator | Reports to: ReUse Training Director Supervisor(s): ReUse Training Director, Business Services Director, Retail Manager |
| <p><u>Volunteer And Trainee Administrative Coordination</u></p> <ul style="list-style-type: none"> • Be point of contact for individual and group volunteer applications, contacts and inquiries. Serve as liaison between staff and volunteers. • Schedule and conduct regular (minimum monthly) orientations, including sending news releases, invite volunteer applicants, receive RSVPs and answer inquiries. • Coordinate and maintain up-to-date volunteer and trainee work schedules within FLR scheduling systems. • Develop and maintain volunteer documents and collateral materials, including orientation checklist, volunteer data in relationship management software, volunteer hour logs and reports, etc. • Focus on the outreach and recruitment of new volunteers. • Act as liaison between FLR staff, Tompkins County Department of Social Services and volunteers assigned through the Community Work Experience Program. Provide reports and other documentation for Tompkins County DSS as needed. • Coordinate with the ReUse Training Director in the on-boarding of new trainees in our Retail and Customer Service Training Program, as well as providing written assessments of their skill development. • Assist ReUse Training Director in the evolution of training curriculum and milestones. • Provide administrative support as needed to ReUse Training Director in the Retail and Customer Service Training Program. • Related duties as assigned. | 50% |
| <p><u>Volunteer And Trainee Operational Coordination</u></p> <ul style="list-style-type: none"> • Working within our ReUse Centers Operations, coordinate and supervise volunteer and trainee work activities, adapting to needs and priorities as they arise. • Supervise trainee’s completion of program milestones and skill development, providing a firm but adaptive standard of worker readiness to ensure the maximum level of success for program participants. • Provide regular performance feedback to volunteers and trainees. • Support FLR staff as trainers and leaders, providing feedback as needed. • Coordinate with ReUse Center staff to develop volunteer activities and events in response to operational needs. • Be knowledgeable and lead by example in ReUse Center activities and responsibilities, including: <ul style="list-style-type: none"> ○ Learn, understand, and maintain evolving systems and procedures for a friendly, professional, safe, and clean store environment. ○ Maintain an attractive, organized, safe and clean retail and donations environment. ○ Model safe work practices and adhere to all safety policies, using proper personal protective equipment as required and reporting unsafe working conditions to supervisor. ○ Contribute to positive working relationships by providing exemplary customer service and willingness to support coworkers, volunteers and trainees. ○ Accurately and professionally assist with cash register sales, stocking and merchandising as well as receive donations, following proper procedures and screening donations according to organization guidelines. ○ Must have knowledge of and be able to train others on how to care for and use ReUse Center equipment. ○ Assist customers with loading and unloading of materials when necessary and if within physical ability. | 50% |
| <p><u>Relational Skills</u></p> <ul style="list-style-type: none"> • Ensure program outreach to diverse audiences, appreciate and embrace diversity in all interactions with program participants, staff, volunteers and the public • Demonstrate commitment to and practice of the mission of Finger Lakes ReUse. | Applies to all Duties |