



## BURLINGTON HUMANE SOCIETY

### Volunteer Coordinator

<b>Job title</b>	<i>Volunteer Coordinator</i>
<b>Reports to</b>	<i>Executive Director</i>

#### About the Burlington Humane Society

The Burlington Humane Society (formerly called Animal Aid) has been a part of the Burlington community since 1974. It is a non-profit organization dedicated to helping the stray and abandoned animals in Burlington area, and we are extremely proud to be a no-kill shelter. Over the years, our membership has grown and now includes hundreds of active volunteers and several paid positions.

#### Job purpose

The Volunteer Coordinator is a member of the administration team. Reporting to the Executive Director (ED), the Volunteer Coordinator is responsible for the recruiting, training and monitoring of volunteers as well as planning, advertising and execution of the organization's events. They assist with the updating and maintenance of the Burlington Humane Society (BHS) website, social media platforms and communication and promotion materials. They assist various team members [Animal Care Workers (ACW), Adoption Counselors (AC) and Administrative Assistant] as required.

#### Duties and responsibilities

- Volunteer Coordinator Responsibilities:
  - Monitor and maintain various email domains for volunteer departments
  - Maintain Volgistics our Volunteer Management Software
  - Manage, maintain and update volunteer binders and master list
  - Plan, arrange and host volunteer orientations for new volunteers
  - Email volunteers re weekly gaps and volunteer pleas as needed
  - Coordinate volunteer training for feed and clean and dog walking
  - Send contact volunteer information to Pet Therapy, Loft and Attic Liaisons as necessary
  - Be available for 9 p.m. dog walking volunteers for emergency calls
  - Organize corporate volunteer days and specific tasks (cleaning/decorating)
  - Create Survey Monkey surveys, collect data and report results to the Board
  - Maintain volunteer room and supplies
  - Organize Volunteer appreciation and recognition program
  - Write reference and referral letters for volunteers
  - Communicate with volunteers regularly regarding shift sign up and cancellations
  - Handle volunteer concerns, reassignment and conflict resolution
  - Complete filing and data entry post orientation
  - Respond to volunteer inquiries including new interested volunteers, volunteers underage (under 15) , and volunteer suggestions and questions.
  - Monitor volunteer statistics on calendars (who are missing multiple shifts, who has helped out frequently, what shifts are most difficult to fill)
  - Perform other duties as required

#### Qualifications

- Strong attention to detail a must
- Excellent computer skills

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- Excellent customer service, interpersonal and communication skills
- Ability to use a variety of software programs (Microsoft Office Suite, Database Software, ShelterLuv, WordPress)
- Self-directed with ability to organize, plan, prioritize and multi-task
- Strong social media and website management skills.
- Flexible, adaptable and responsive to change
- Strong team-work focus.
- Strong analytical and problem-solving skills.
- Ability to work independently.
- Fluent in working with Google Apps including, file sharing and access to team members.
- Understanding of animal welfare and humane societies.
- Standard First Aid/CPR
- Current police record check

#### **Working conditions**

- Up to 15 hour/week including weekends – may be required to work additional hours as required
- Starting salary is \$17.60/hour
- Frequent contact with the public in a fast-paced and changing work environment, which at times may be stressful or emotionally charged.
- Willingness to attend training programs to upgrade skills as needed
- This position is required to work at the Burlington Humane Society on location.

#### **Application Deadline**

- Please submit your cover letter and resume in a single .pdf file by Monday, January 19, 11:59 pm

#### **How to Apply**

The Burlington Humane Society is a dynamic and challenging environment, and we are in need of a mature, energetic, hard-working, intelligent and enthusiastic addition to our team. If interested please email your cover letter and resume in one single .pdf file to [jobs@burlingtonhumane.ca](mailto:jobs@burlingtonhumane.ca). We thank everyone who applies for their interest in Burlington Humane; however only candidates selected for an interview will be contacted. Please send cover letter and resume in one single file.