

**Title:** Volunteer Coordinator

**Department:** Program

**Reports to:** Chief Operating Officer

**Job Type:** Full Time exempt

**Salary Range:** \$48,000

**Required Qualifications:** Energetic and outgoing individual with excellent communication skills. Bilingual in Spanish a plus.

**Instructions:** Submit a resume and cover letter to Cathy LaPorta, Chief Operating Officer, via email: [claporta@ct.wish.org](mailto:claporta@ct.wish.org)

**Summary Job Description:** This position, is responsible for providing professional staff support to the 400 Make-A-Wish Connecticut volunteers, including wish granters, event volunteers, and wish families. The Coordinator will also understand the significance and need for volunteers within the foundation and the various capacities in which they support our mission. This position will coordinate, manage, and recruit volunteers while working to actively engage and maintain current volunteers and former wish families involved with the foundation. She/he will make sure that background checks and personal information remain current and organized in Raiser's Edge and manage the communication channels. The Coordinator will also manage and update the WishNet.

**Job Responsibilities:**

- Actively recruits new volunteers as needed and ensure that the chapter has adequate diversity, quantity and quality of volunteers statewide to meet chapter's needs.
- Manage intake of new volunteer applications, contacting them, and adding them to the database when applicable. Process application, background check and enrollment in Make-A-Wish University for all volunteers.
- Act as a single point of contact for communications with volunteers including weekly and monthly newsletters for wish granting and event volunteers respectively, to keep volunteers informed and engaged.
- Responsible for assigning wish granters to wish kids once eligible referral is received.
- Work to maintain positive relationships with current volunteers and wish families
- Recruit and identify wish families for speaking engagements and events throughout the year
- Collaborate with the wish team, plan and conduct wish granter training to educate Make-A-Wish Volunteers about the mission and objectives
- Collaborate with wish team to develop and facilitate continuing education program for wish granting volunteers, as well as, plan and organize the annual workshop for outstanding wishes conference.
- Provide excellent customer service and communication to wish families, wish granters, and staff.
- Responsible for representing Make-A-Wish at the required internal events (gala, wish night and walk), as well as, the larger external events (Miles for Smiles, Sunflowers for Wishes and Wishes on Wheels).
- Recruits and manages volunteers at internal and larger external events mentioned above.
- Perform other duties as assigned.

**Education and Experience:**

- A Bachelor's Degree in a social or related field
- The ability to communicate, supervise and empower volunteers to be effective in their roles
- Experience working with and managing volunteers
- Ability to work cooperatively with different types of personalities
- Comfortable speaking and engaging people in conversation

**Abilities and Skills:**

- Energetic, outgoing personality with a sense of humor.
- Enormous passion for and commitment to the mission of Make-A-Wish and its importance to the community.
- Excellent written, verbal, and communication skills.
- Proficient in basic computer applications, such as word processing, spreadsheets, SiteCore and Luminator. Knowledge of Raisers Edge preferred.
- Creative thinker, familiar with online tools and various communication methods.
- Well organized and self-motivated.
- Ability to inspire trust and confidence by others.
- High personal and professional integrity.
- Spanish speaking a plus

If interested, please submit a resume and cover letter to [claporta@ct.wish.org](mailto:claporta@ct.wish.org)