



JOB TITLE: Assistant Manager/Volunteer Coordinator

DEPARTMENT: Operations **FLSA:** Non-Exempt **CLASSIFICATION:** Full-time

REPORTS TO: House Manager/Camp Dost Coordinator **DIRECT REPORTS:** Yes

WORK SCHEDULE: At-will position. Generally, this position works a daily schedule of 9:00 a.m. to 5:30 p.m. In addition, this position requires an on-call schedule.

JOB SUMMARY: Responsible for supporting the Ronald McDonald House of Danville and its programs through various aspects of the administration of those programs. This includes but is not limited to assisting with Board of Directors, committee, and staff functions and providing direct House and Family Room operation management and volunteer coordination.

As assigned by the House Manager/Camp Dost Coordinator, the Assistant Manager/Volunteer Coordinator will have supervision of all operational support staff of the House and Family Room programs.

ESSENTIAL FUNCTIONS: This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this position. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this job description.

AREAS OF RESPONSIBILITY:

- In the absence of a volunteer and other operational staff, the Assistant Manager/Volunteer Coordinator will greet guests, provide tours, and orientation to the facility's policies, procedures, and services.
- Provides support to the House Manager/Camp Dost Coordinator regarding direct House and Family Room management.
- Ensures that the House is maintained in good order.
- Enforces House "rules" and abides by House "policies and procedures," maintains order and a family atmosphere.
- Assists with management of Guest Service Associates which includes orientation and day-to-day assignments.
- Make recommendations for revisions to the existing House Program rules, and policies and procedures to the House Manager/Camp Dost Coordinator who will review recommendations with House Manager/Camp Dost Coordinator.
- Maintains confidentiality regarding guest information, only divulging the minimum data to volunteers so they may perform their duties.
- Listens and encourages guests to discuss the problem(s) with appropriate health care personnel as needed.
- Ensures Administration Office is covered during business hours.
- Reconciles and processes monetary and "Walk of Love" donations using Raiser's Edge System.

- Meets monthly with Family Room Concierge to verify room is esthetically maintained, review Family Room volunteer needs and recruitment plan, and review any operational issues. Any issues and/or requests for policy updates will be reported to the Executive Director.
- Assists House Manager/Camp Dost Coordinator in lowering budgeted operation expenses.
- Coordinates holiday gifts for guests.
- Participates in an on-call rotation schedule. If a House employee is covering the House, the on-call staff must be able to respond to the House within 120 minutes of being called in case of an emergency.
- Informs the appropriate Medical Center departments of any observation of difficulties with guests and their families.
- Develops and implements an annual volunteer recruitment plan for House and Family Room coverage and staffing of fundraising events, including using social media and attending volunteer recruitment functions.
- Ensures established volunteer onboarding processes are performed promptly, including volunteer interviews, reference, and background checks, and conducted orientations.
- Responsible for appropriate volunteer staffing for House and Family Room desk coverage. In the absence of a volunteer and/or as directed by the House Manager/Camp Dost Coordinator, will be available to staff House or Family Room desk.
- Recruits and coordinates volunteer for Guest Meal Program which includes holiday meals.
- Recruits and coordinates volunteer for all fundraising events which includes attending events when needed.
- Coordinates schedules and duties for the task, interns, and community service volunteers.
- Maintains volunteer database and ensures accurate volunteer data entry.
- Ensures consistent communication and updates between staff and volunteers and communicates with staff about the availability of project and task volunteers.
- Develops and implements volunteer recognition strategies.
- Creates volunteer program budget and monitors volunteer program expenses.
- Coordinates annual volunteer recognition social.
- Monitors RMHC Global communications for updates regarding program operations and volunteer activities and compliances.
- Performs additional assignments required to fulfill the mission of Ronald McDonald House of Danville and performs other functions as required by the Executive Director and Board president.

OTHER RESPONSIBILITIES:

- Responsible for ensuring compliance with the annual House and Family Room budgets.
- Performs other related work as required.

MATERIALS AND EQUIPMENT USED:

- General office equipment

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of effective and proven planning, organizational and administrative skills
- Knowledge of web-based programs necessary to complete the essential functions of the position.
- Ability to compose/edit written materials.
- Ability to pay close attention to detail and follow through on projects and meet deadlines.
- Ability to learn by the method of on-the-job training including the ability to follow instructions.
- Ability to use and maintain equipment and tools effectively and in a safe manner.
- Ability to maintain a safe and clean work environment with high attention to detail.
- Ability to work with others in a team environment and display good interpersonal skills.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Effective organizational skills to perform the essential functions of the job.
- Ability to respond to emergencies calmly and effectively.

COMPUTER SKILLS:

- Proficient with PC, Microsoft Office
- Experience with database management preferred.

MINIMUM QUALIFICATIONS:**EDUCATION AND EXPERIENCE:**

- Bachelor's Degree from an accredited college.
- Experience managing social media outlets.
- Prior management experience.
- Supervisory experience preferred.
- Volunteer recruitment/management and event planning preferred.

LICENSES AND CERTIFICATIONS:

- None

PHYSICAL DEMANDS:

- Ability to meet attendance requirements.
- Ability to read, write and communicate the English language.
- Ability to hear and interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to safely and responsibly operate equipment and machinery necessary to complete the essential functions of the position.
- Ability to move hands in a repetitive motion including grasping, holding, and finger dexterity.
- Ability to display eye-hand coordination.
- Ability to accurately measure or assemble at distance close to the eye.
- Ability to prepare and analyze figures.
- Ability to climb stairs, step stools, and ladders.
- Ability to carry, push, and pull equipment and supplies necessary to complete the essential functions of the position.
- Able to do light lifting (up to 25 pounds)
- Able to perform tasks that require repetitive motions such as bending, lifting, climbing, kneeling, walking, reaching above shoulders, and sitting.
- Able to work evenings and weekends as needed.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed indoors in an office environment and occasionally outdoors where there may be physical discomforts associated with extreme temperatures, noise, dust, chemicals, fumes, dirt, and the like; frequent sitting with lesser periods of walking and/or standing, kneeling, bending, crawling or squatting.

A slight amount of physical effort is required associated with walking, standing, lifting, and carrying objects.

(possibly greater than 25 lbs.), and performing the essential functions required for the position.

STATEMENT OF PURPOSE:

This job description does not list all the duties of the job. You may be asked by supervisors or managers to perform other duties. You will be evaluated in part based on your performance of the tasks listed in this job description, as well as other tasks assigned to you.

The organization will periodically review and may revise this job description at any time. The job description is not an employment contract, and you and the organization each retain the right to terminate employment at any time, for any reason.