

**SOUTH PARK INN**  
**VOLUNTEER AND DEVELOPMENT COORDINATOR**

**JOB DESCRIPTION**

**Position Title:** Volunteer and Development Coordinator

**Location:** 75 Main Street, Hartford, CT

**Status:** Exempt, Full-Time

**Schedule:** Monday – Friday 9 a.m. – 5 p.m.

**Pay Scale:** \$50,000-\$55,000 annually, depending on experience

**Reports to:** Director of Development and Community Relations

**Scope & Purpose of Position:**

South Park Inn (SPI) is seeking a full-time Volunteer and Development Coordinator (VDC).

Under the supervision of the Director of Development and Community Relations, the VDC assumes responsibility for assisting agency fundraising initiatives, volunteer coordination, and all associated tasks.

The VDC will be responsible for supporting the development office by managing gift processing and acknowledgment, income reporting, and stewardship of SPI donors for 40% of the work week and assume the lead role of volunteer management for 60% of the work week.

The ideal applicant has excellent people skills and phone manners, is exceptionally organized, and is passionate about serving others, especially those seeking to aid people experiencing homelessness.

**I. Essential Duties & Responsibilities for Development/Fundraising Coordination**

The VDC will support all fundraising activities. Development Coordination will support database management and report generation, meetings and events, and development communications. They will also be assigned special projects such as supporting fundraising appeals, preparing meeting materials, and supporting grant submissions. The VDC will report to the Director of Development and Community Relations, and work closely with the Operations Manager to support gift processing and acknowledgment, income reporting and donor cultivation, solicitation, and stewardship. Training to deepen development/fundraising skills can be provided.

## **RESPONSIBILITIES INCLUDE:**

### **Fundraising Support**

- Perform daily donation reviews, including processing including gift entry
- Timely acknowledge and thank donors and provide tax documentation.
- Research and keep DonorPerfect database records up to date; add records as needed
- Produce reports and lists as needed for the department
- Handle printing, collating, packaging, and mailing for weekly thank-you letters
- Assist with printing, collating, packaging, and mailing for bi-annual solicitations
- Support production and distribution of donor newsletters, annual reports, event invitations and other mailings
- Assist with accepting or declining in-kind donations and track and store donated items appropriately.
- Support planning and execution of SPI events and programs

### **Social Media and Administrative**

- Develop and oversee the social media calendar of posts on Facebook and Instagram
- Create social media posts, fundraising campaigns, e-newsletter content using Canva and Constant Contact
- Assist with writing, producing, and sharing communications with donors, including e-newsletters
- Assist with online content such as web copy, giving profiles, donor lists and support social media initiatives

## **II. Essential Duties & Responsibilities for Volunteer Management**

The VDC builds and sustains relationships with a robust network of engaged individual volunteers and volunteer groups. Under the supervision of the Director of Development and in collaboration with the Operations Manager and Chef, the VDC assumes responsibility for being the primary contact person and supportive liaison for volunteers who wish to support the mission of South Park Inn.

## **RESPONSIBILITIES INCLUDE:**

- Be the point person who oversees the response to inquiries for volunteer opportunities
- Develop, build, and maintain positive, long-term relationships with volunteers
- Facilitate good communication with and between volunteers
- Interview potential volunteers and match their talents with organizational needs
- Process, organize, and maintain volunteer paperwork including a scheduling calendar
- Coordinate volunteer teams for office projects, program support, special events, and facility maintenance
- Track all volunteer hours and create reports

- Maintain the volunteer database and work to integrate it with the donor database.
- Oversee volunteer recruiting efforts
- Provide oversight for new SPI volunteers
- Be able to delicately and professionally decline or re-route volunteers or item drives if they are not in the best interest of SPI without harming relationships
- Collaborate with other department staff to enhance the volunteer experience, as needed
- Assist with other general office duties such as answering the phone and attending to the needs of volunteers, including sending prompt follow-ups to volunteers
- Create an annual spring-time volunteer recognition event

## **VDC EXPERIENCE/QUALIFICATIONS**

### **Required:**

- Minimum of three years of fundraising, community organizing, and/or volunteer management or comparable non-profit experience
- Demonstrated ability to facilitate complex tasks within established deadlines
- Coordinates and manages multiple tasks, anticipates needs, and works proactively
- Strong written and verbal communication skills with the ability to tailor communications with volunteers, donors, community, colleagues, and diverse audiences
- Strong interpersonal skills, ability to interface professionally, build effective working relationships, relate well and build appropriate rapport, and ability to professionally navigate a variety of situations and conversations.
- Commitment to the organization's values of equity, diversity and inclusion
- Time management skills
- Ability to maintain confidentiality when working with sensitive information
- Proficiency with technology, including a personal computer, email, various software programs (i.e., Windows/Microsoft Office), social media, communications platforms (ConstantContact or similar platform), and other job-related equipment and systems.

### **Preferred:**

- Experience in database management systems
- Experience in facilitating trainings
- Strong customer service ethic
- Cross-cultural skills, and experience with culturally diverse populations.
- Team oriented, yet able to work independently with initiative
- Strong administrative, and analytical skills
- Knowledge about social services or homeless services
- Being bilingual is a plus

**Ideal:**

Soft skills that would serve a candidate well: emotional intelligence, compassion, patience, positive attitude, and motivational and encouragement skills

**PHYSICAL DEMANDS / WORK ENVIRONMENT**

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

- 40 hours weekly, occasional evenings and weekends with flex hours
- Ability to bend, twist, stoop, reach, and pull.
- Ability to establish and maintain effective working relationships with customers and staff in a diverse environment.
- Able to sit for extended periods at a desk, or stand at a standing desk

**BENEFITS & HOW TO APPLY**

Job Types: Full-time, Up to a 3-year contract. This position is funded by a three-year grant from January 2024 through December 31, 2026.

Pay: \$50,000.00 - \$55,000.00 per year

Benefits: SPI offers an attractive compensation package that includes competitive wages, benefits, paid holidays and vacation time. SPI also upholds a commitment to diversity, equity, and inclusion in the workplace.

- 401(k) savings with workplace matching
- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Vision insurance

Schedule: Monday to Friday

COVID-19 considerations:

In light of the ongoing COVID-19 pandemic, South Park Inn strongly recommends and encourages all newly hired employees to receive vaccinations. Vaccinations have proven to be an effective measure in preventing the spread of the virus and protecting individuals from severe illness. We are committed to safeguarding our workplace and community. While COVID-19 vaccinations are recommended, vaccinations are not required at this time.

Ability to commute/relocate: Hartford, CT 06106: Reliably commute or planning to relocate before starting work

Education:

- Associates (Required)
- Bachelors (Preferred)
- Master's (Ideal)

**To apply:**

Please email your resume and cover letter to [bdunlap@southparkinn.org](mailto:bdunlap@southparkinn.org) with the subject line, "Volunteer and Development Coordinator Application."

Note: A cover letter is required. Resumes without a cover letter will not be considered. Please no phone calls.

Deadline for application: Friday, April 19, 2024