



## Volunteer Coordinator Position Description

**Location:** Virtual

**Category:** Full-Time

**Field:** Non-profit; mission-driven organization

**Reports to:** VP and Chief Operating Officer

### About Cholangiocarcinoma Foundation

Cholangiocarcinoma Foundation's (CCF) mission is to find a cure and improve the quality of life for those affected by cholangiocarcinoma (bile duct cancer). Founded in 2006, in Salt Lake City, UT, by a family who [lost a loved one to cholangiocarcinoma](#), CCF has grown to become the leading global resource in research, education, and public awareness. The organization's core values are patients first, collaboration over competition, innovation, and urgency.

The **Volunteer Coordinator** will provide overall support of volunteer services, with key accountabilities in recruitment, training, retention, and recognition of volunteers. This role is responsible for ensuring all volunteers have a great experience by letting people know what to expect in detailed ways, making them feel supported, and evaluating results.

### RESPONSIBILITIES

- Work with the staff to determine volunteer opportunities to assist with the foundation's programs and operations
- Build and retain a base of virtual volunteers to expand the volunteer program
- Work with the communications team to recruit new volunteers
- Match applicant skillsets/interests to organizational needs and opportunities
- Provide orientation and onboarding of all volunteers
- Create and manage volunteer training program
- Create and manage volunteer handbook
- Ensure appropriate monitoring, support, and motivation for volunteers to succeed
- Create a path for volunteer development, including recognition, service tenure development, and ongoing skill acquisition.
- Communicate clearly and professionally with volunteers
- Provide leadership & nurture the volunteer relationship
- Create programs for volunteer appreciation and recognition.
- Maintain database of volunteers with detailed information
- Maintain up-to-date online files of all volunteer activities and correspondence
- Create and track metrics for reporting
- Manage volunteer program budget
- Recruit and manage volunteers at the annual conference
- Other duties as assigned

### SKILLS AND QUALIFICATIONS

- Experience working with or managing a volunteer program
- Experience in developing and delivering training
- Experience managing communications to a large and diverse group
- Experience project management and project planning tools
- Experience managing people
- Knowledge of office management systems and procedures

**Cholangiocarcinoma Foundation**

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[www.cholangiocarcinoma.org](http://www.cholangiocarcinoma.org)



- Excellent time management skills and ability to multi-task and prioritize work
- Attention to detail and problem-solving skills
- Excellent written and verbal communication skills
- Strong organizational and planning skills
- Donor Perfect Training and expertise - or willingness to train
- Proficiency in MS Office

#### **OTHER REQUIREMENTS**

- Works cooperatively in a team setting with a 'can do' attitude
- Flexibility, adaptability, and open to change
- Background Check

#### **Compensation:**

Salary Range: \$40,000 - \$45,000

Benefits: Health Insurance (Medical, Dental, Vision), Life Insurance, Disability Insurance, PTO, and 401(k)

#### **Location:**

The Foundation is a virtual organization. Therefore, residency in Salt Lake City, UT, is not a condition of employment. The selected candidate will be required to travel to Utah for meetings and throughout the U.S. as needed

**To apply, send resume, cover letter, and salary requirements to [HR@cholangiocarcinoma.org](mailto:HR@cholangiocarcinoma.org)**

**All qualified candidates will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, veteran status, or any other characteristic protected by law.**

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