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
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

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.