



COORDINATOR OF COMMUNITY RESOURCE & VOLUNTEERS JOB DESCRIPTION

SCOPE OF WORK

The Coordinator of Community Resource and Volunteers is full-time, nonexempt position that reports directly to the Manager of Community Outreach, Facilities and Operations at The LGBTQ Center Long Beach (The Center). This role is responsible for supporting The Center's volunteer resource management, operations, and community outreach.

The ideal candidate will have outstanding written and communication skills, experience working with diverse populations, and excellent interpersonal skills. This person must be able to thrive in an active office environment that is informal, yet professional, and maintain a positive approach in dealing with work challenges. Additionally, this individual must have the following characteristics: tact, discretion, ability to properly manage confidential information, computer literacy including strong knowledge of Microsoft Office Suite, and be independent, focused, and detail oriented. This position has a Tuesday - Saturday schedule.

I: FUNCTIONAL RESPONSIBILITIES

A: Volunteer Resource Management

1. Recruit, screen, interview, and train new volunteers.
2. Conduct consistent outreach to grow volunteer program.
3. Manage coverage of the Front Desk, including answering phones and greeting the public when necessary, or delegate as appropriate.
4. Provide daily supervision to Front Desk volunteers.
5. Create and initiate volunteer acknowledgments and recognition events.
6. Create and disseminate a monthly volunteer e-newsletter.
7. Identify volunteer training needs and develop or procure training curricula to meet those needs.
8. Maintain accurate records of all volunteer service, training, and recognition.
9. Evaluate and report volunteer resource management effectiveness and efficiency.
10. Develop and administer systems to train and support staff in effectively managing volunteers.
11. Serve as the day-of contact for volunteers during special events.

B: Operations

1. Assist with office management, records management and collection, and reporting of statistics.
2. Implement internal procedures, policies, and structures required to create an efficient and effective work environment.
3. Work with the Coordinator of Operations and Facilities to ensure proper cleanliness and safety of building and parking lot.

4. Assist with managing The Center's room reservations and parking lot rentals.
5. Provide basic technical support to Center staff.
6. As needed, participate in team/department, interdisciplinary and staff meetings.
7. As needed, support The Center's special events (staffing, logistics, etc.).
8. Other duties as assigned.

C: Community Outreach

1. Initiate billing and maintain proper documentation and filing of outreach, education, support group, and volunteer activities as required.
2. Represent The Center at community events.
3. Serve as main point of contact for all community-driven/initiated social and support group facilitators.
4. Develop policies, procedures, and trainings for all community-driven/initiated support group facilitators.
5. Schedule outreach presentations in the community and communicate with staff regarding coverage and responsibilities.
6. Develop a consistent presentation outline.
7. Develop outreach materials and packets.
8. Maintain relationships with partners and cultivate new ones.

II: MINIMUM QUALIFICATIONS

- Undergraduate degree from an accredited institution of higher learning, or two (2) years of employment with a nonprofit.
- Two (2) years of volunteer management experience.
- One (1) year customer service or administrative experience.
- Ability to pass FBI background check.
- Ability to work evenings and weekends.

III: PREFERRED QUALIFICATIONS

- Bilingual English/Spanish.

IV: COMPENSATION

- The hourly rate for this position is \$21.
- Other benefits include (medical, vision, dental, paid sick time, vacation, holidays, 401K with employer contribution).
- Optional benefits include (critical life/illness and legal insurance).

V: AFFIRMATIVE ACTION STATEMENT

The LGBTQ Center Long Beach (The Center) is an Affirmative Action/Equal Opportunity Employer and does not discriminate, exclude, or otherwise deny employment opportunities to any qualified candidate based on age, ancestry, color, disability/handicap, gender, gender identity/expression, national origin, place of birth, race, religion, sex, sexual orientation, and/or any other characteristic(s) protected under local, state, or federal laws in any of its hiring practices and activities. All employment decisions shall be made without regard to any of these characteristics.

VI: HOW TO APPLY

- Submit a cover letter and resume via email to katek@centerlb.org.
- Incomplete applications will not be considered.