# Milwaukee Habitat for Humanity Job Description

**Position Title: ReStore Volunteer Coordinator FLSA: non- exempt Department: ReStore**

**Reports Directly To: Director of Volunteer Services Date of Job Description: August 2017**

**Basic Function:** To develop and monitor the volunteer program at the Milwaukee Habitat ReStores in order to provide meaningful opportunities for service. The ReStores’ proceeds support the affiliate’s goals of providing and repairing affordable housing and also keep tons of materials out of the landfills on an annual basis. The ReStore Volunteer Coordinator is responsible for recruitment, placement, scheduling, retention, and appreciation functions for Milwaukee Habitat ReStore retail operations.

**Principal Accountabilities**:

* Recruitment & Placement
  + Create/maintain an active marketing plan for new volunteers.
  + Recruit groups and individuals to fill all volunteer positions in the ReStores.
  + Maintain list of open volunteer positions and work with staff to opportunities including for people with specialized skills.
  + Assess departmental needs with the Store Manager and place volunteers appropriately, according to skills, abilities, previous work/volunteer experience, and personality.
* Scheduling
  + Schedule and be the primary point of contact for volunteer groups for the ReStores.
  + Manage onboarding process including waiver signing, background checks, orientation and initial Habitat training. Assist with performing orientations as needed.
  + Manage school (and court-ordered community) service opportunities.
  + Strive to have appropriate levels of volunteers for ReStores.
* Retention
  + Maintain relationships with volunteers through phone, email, and personal visits while volunteers are present at the ReStore.
  + Maintain volunteer database and track volunteer hour accumulations.
  + Generate weekly and monthly reports and review them with Supervisor, Store Manager and ReStore Director.
  + Maintain and create systems to keep ReStore volunteers, especially regular ReStore volunteers, up to date on news of the Habitat ReStore, Milwaukee Habitat as well as providing information about the need for affordable housing.
  + Solicit feedback from volunteers and work with ReStore staff and leaders to improve systems and policies that improve the volunteer experience.
* Appreciation
  + Recognize contributions of volunteers through individual appreciation and group events at the ReStore.
  + Participate in the planning of annual all affiliate volunteer events including the annual Volunteer Appreciation Party and National Volunteer Appreciation Week.

**Physical Requirements:** Ability to lift 15 lbs unassisted

Ability to operate phone and work at a computer for the majority of an 8 hour day

Ability to sit and stand for long periods of time

Vehicle and driver’s license to travel between office, stores and other meetings (mileage is reimbursed)

**Other Requirements:** Bachelor Degree preferred

Non-profit experience

Excellent written and oral communication skills with a preference for those who have marketing experience

Strong organizational skills

Ability to manage multiple priorities

Proficiency in Microsoft Office (Intermediate level in Excel)

Experience in database management preferred

**Internal Interactions**: All Habitat Staff

**External Interactions**: Customers, Volunteers, Donors, Homeowners

**Level of Authority:** Require minimal supervision

**Estimated Time Commitment:** 40hrs/week

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Employee (print name) Employee’s Signature Date

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Supervisor (print name) Supervisor’s Signature Date