



Position: Volunteer & Community Relations Coordinator

The Volunteer & Community Relations Coordinator will report to the Operations Manager. This position is an hourly, full time position.

Organization Summary

The mission of the St. Louis Park Emergency Program (STEP) is to identify and respond to the critical and emergency needs of residents of St. Louis Park. STEP provides direct services to residents who may be in need of food, clothing, financial assistance, and transportation, as well as counseling regarding resources and problem solving. STEP is well known in the community, recognized as the primary social service organization to address concerns of those who live with the challenges of poverty. The organization is comprised of a small staff supported by a large force of volunteers.

Primary Duties and Responsibilities

Volunteer Operations Related Duties and Responsibilities:

- Actively recruits, interviews, screens and selects agency volunteers.
- Supervises volunteers assigned to Food Shelf, Clothes Closet, Phones, Transportation, Food Rescue, Administrative Support and Seasonal projects.
- Develops and maintains a weekly volunteer schedule for all volunteer areas
- Develops and maintains job descriptions for all volunteer positions within the agency.
- Develops and conducts orientation, training for all volunteers.
- Maintains awareness of the job performance and satisfaction of agency volunteers and takes necessary steps to ensure a mutually beneficial volunteer assignment.
- Maintains volunteer personnel records and completes or oversees volunteer related internal and external reporting.
- Ensures volunteer activities and contact information are kept current in agency's constituent management system.
- Maintains regular, multi-channel communication with volunteers and potential volunteers.
- Advocates for and promotes an internal environment that supports the recruitment, utilization and retention of volunteers.
- Develops and maintains a network of volunteer resources.
- Provide tours to prospective volunteers and other community partners.

Community Relations Responsibilities:

- Facilitates and manages partner in-kind drives for the agency (food, clothing, winter coats, school supplies, holiday toys, baby items, etc).
- Promote food and other drives in community, including creating and distributing materials.
- Represents agency at appropriate community gatherings/events/coalitions.
- Conducts outreach activities for general promotion of agency.
- Creates and maintains materials for outreach activities.
- Works in concert with event committees as staff and volunteer liaison for community events (Holiday Train, Empty Bowls, etc).
- Coordinates agency involvement in March Minnesota FoodShare, National Night Out, and similar campaigns.

- Maintains relationships with donors and donor groups through volunteer involvement.

General Duties and Responsibilities:

- Performs various support functions and duties consistent with STEP's mission and purpose. For example: answering the telephone; greeting clients, volunteers and donors; accepting donations; assisting with fund raising projects and community events; etc.
- Participates in program planning, development and evaluation.
- Speak at and represent STEP at community events, serve as a representative of STEP on various boards and committees as needed.
- Oversee Clothes Closet program including volunteers, day to day operations and seasonal programs as well as troubleshooting as issues arise.
- Performs other duties as assigned.

Experience and Qualifications

Previous position managing volunteers (at least two years) or equivalent experience is required. Previous position including community outreach activities is strongly preferred. Bachelor's degree preferred.

Demonstrated commitment to STEP's mission to identify, address, and respond to the critical and emergency needs of residents in St. Louis Park. Adherence to core values to welcome all to STEP without barriers or judgment.

Creative, resourceful, with an ability to work within a setting that is constantly in a state of change based on the nature of crisis services. Willingness to help in all areas as needed. Ability to utilize data management systems and online communications tools are required. The position requires excellent written and oral communication skills. Prefer a person with experience producing web and print communication. Position requires ability to network within the community on behalf of the agency.

Additional Information

The Volunteer & Community Relations Coordinator will require some evening and weekend hours, but the majority of hours will be during weekday agency operations. This is a full-time (40 hours/week) non-exempt position. Benefits include generous vacation and sick leave, retirement eligibility, and employer benefit dollars stipend in lieu of health insurance. Anticipated pay rate is \$16-\$19/hour, depending on qualifications.

Employment offer will be contingent on results from a criminal and vehicle background check.

STEP strives to be a place that is welcoming to all people. Candidates with diverse backgrounds are encouraged to apply.

Applications will be accepted on a rolling basis until the position is filled. The first review of applications will occur for those received by September 15, 2017. Please email cover letter and resume to maryanne@stepslp.org.