Volunteer Position Description
Development Department

Title:
Volunteer & Donor Appreciation Coordinator

Major Objective:
Responsible for cultivating, managing, sustaining, and growing all volunteer relationships within the organization in addition to donor relations through continued engagement and appreciation efforts.

Responsibilities:
1. Manages and updates volunteer data management systems and forms to ensure volunteer listings are up to date
2. Creates and mails out monthly birthday cards to volunteers
3. Creates and develops volunteer and donor appreciation gifts (e.g., stickers)
4. Creates and helps to distribute holiday cards, gifts, and other items for volunteers and donors as needed
5. Works closely with Director of Development and other Development team members to align retention goals for both volunteers and donors
6. Works with team to resolve volunteer questions or concerns. If outside help is needed, seeks assistance from team members to ensure all needs are met
7. Attends weekly meeting with Director of Development
8. Regularly checks and responds to all incoming emails, calls, texts, and Slack messages within 72 hours (except during time off or extenuating circumstances). Urgent matters are addressed immediately, generally within 24 hours

Supervises:
- N/A

Collaborates With:
- Director of Development
- Development Department Volunteers
- Volunteer Coordinator + Volunteer Recruitment & Training Manager

Qualifications:
- 18 years of age or older
- Minimum high school education or equivalent (e.g., GED)
- Basic computer competency (e.g., Excel, Word, etc.)
- Excellent communication and organization skills
- Must be a team player
- Creative and crafty
- Volunteer experience with Aloha Animal Sanctuary (preferred)

**Training:**
- General Volunteer Orientation
- Animal Safety Training
- On-the-job training with current manager

**Time and Place:**
Virtual and on-site work at the Aloha Animal Sanctuary property. Primarily virtual work with some on-site work. Flexible schedule, ensuring all role needs are met.

**Commitment:**
- Overall time commitment: 2-4 hours per week
  - Approximately 2-3 hours of role work
  - 30-minute to 1-hour weekly meeting with Director of Development

**Supervision:**
Direct supervision by Director of Development; indirect supervision by Sanctuary and Board Directors.

**Benefits:**
1. Develop skills such as creativity, craftsmanship, relationship building, and partnership.
2. Great opportunity to develop your resume.
3. Create relationships with like-minded individuals through partnership in the sanctuary community.
4. Spending time with our furry and feathered residents.
5. Appreciation events and activities throughout the year.
6. Discount on Aloha Animal Sanctuary merchandise.