

Summary: Utilizing a High Impact Volunteer Experience model, the Volunteer Ministry Manager and the Volunteer Coordinator work together to educate, orient, support, disciple, and appreciate our volunteers. This team also provides support to WSM staff who select, train, equip, lead, and develop volunteers in their areas of ministry.

Because GIK donation drives are considered a way for community partners to “volunteer” off campus, the Volunteer Ministry Office also manages the correspondence and logistics surrounding the GIK donation drive process.

FLSA: Full-Time, Non-Exempt

Location: This is an in-person position. The Assistant Volunteer Coordinator must be onsite to fulfill the essential functions of this role.

The Assistant Volunteer Coordinator must be:

1. Willing to sign the WSM Statement of Faith
2. A current and active member and/or regular attendee of a local church.
3. Able to fully support the WSM core values and ministry philosophy.
4. Willing to work an occasional evening and/or weekend (roughly 12x per year)

Essential Functions:

The person in this role provides logistical support for all aspects of the volunteer ministry, but more specifically includes:

- Managing walk-in, phone, web and email communication related to volunteering at/donating items to WSM, making sure inquiries are addressed on a timely basis by the most appropriate WSM staff and in accordance with standard workflows related to volunteer engagement
- Guiding potential volunteers through the application process, providing scheduling and account support, sending onboarding materials to newly approved volunteers
- Facilitating and presenting Encounter Water Street sessions
- Conducting campus tours
- Managing logistics associated with onboarding, educating, appreciating, and communicating with volunteers, prospective volunteers, and those conducting donation drives for WSM
- Assisting Ambassadors/Advancement staff with volunteer needs, if needed
- Ensuring all volunteer paper and electronic files are properly maintained and hours are tracked
- Screening and placing individuals interested in fulfilling court-ordered community service hours with WSM
- Other duties as required

Knowledge, Skills and Abilities:

- Motivation to see the lives of hurting men, women, and children restored
- Heart to see volunteers take next steps in their transformational journeys
- Committed to their own journey of spiritual transformation
- Desire to work collaboratively
- Able to establish and enforce boundaries with kindness
- Person of integrity who can present strong character and employment references
- Proven ability to manage competing priorities in a fast-paced environment
- Demonstrated desire to provide exceptional customer service
- Strong relationship skills with groups and individuals in person, by phone and via email
- Strong organizational and process management skills
- Strong computer skills including Microsoft office and database programs
- Ability to work independently and manage time effectively

Minimum Qualifications & Experience

- Minimum of Associate's Degree, Bachelors preferred
- At least 3 years of experience working with volunteers
- Experience working in a fast paced office environment
- Small group teaching experience preferred

Supervised by: Volunteer Manager of Support Services

Physical Demands:

Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

- Stand, walk, or sit - *continuously*
- Use hands to finger, handle, or feel - *continuously*
- Lift and/or move up to 35 pounds – *occasionally*
- Requires weekend and evening availability – *occasionally*

Christian Life:

Water Street Mission is a privately funded 501(c)3 non-profit, evangelical Christian ministry. Our designated purpose is religious and we are a Christ-centered ministry that is dedicated to sharing the Gospel and helping the homeless and impoverished. We consider every position to be essential in the fulfillment of our ministry and purpose statement. As such, each employee must have a relationship with Jesus Christ as their personal Savior and Lord. All employees must:

- Be able and willing to share the Gospel and participate in the ministry activities of Water Street Mission.
- Subscribe to the Water Street Mission Statement of Faith and Qualifications of Employment upon hire and continuously while employed.
- Adhere to the Water Street Mission Employee Handbook.