



### **Volunteer Coordinator**

The Detroit Riverfront is one of the most vibrant gathering spaces in Michigan. Each year, roughly 3 million people visit the Detroit Riverfront with more than 400,000 people participating in our free and low cost public programs. Conservancy volunteers are the backbone of our multi-generational public programming as they volunteer and engage with visitors at nearly 150 programs and events each year. **The Detroit Riverfront Conservancy seeks a Volunteer Coordinator to assist us in achieving our mission of being a world-class gathering space for all.**

The Detroit Riverfront Conservancy was formed in 2003 as a 501(c)(3) organization with the mission of developing access on the Detroit International Riverfront. The Conservancy is responsible for the development, operations, security, maintenance and programming of the Detroit Riverwalk, Dequindre Cut and associated green spaces in perpetuity.

The Detroit Riverfront Conservancy has a database of nearly 450 amazing volunteers who assist at our programs, development events, tours, community outreach and more. In addition, the Conservancy works with one-time volunteer groups to help with cleanup and enhancement projects on the Detroit riverfront. The Volunteer Coordinator will be responsible for coordination, recruitment, retention and recognition of volunteers. They will also manage the Volunteer Advisory Ambassador program, Corporate Volunteer program and assist the programming team as needed. This position reports to the Director of Programming.

### **Major Duties and Responsibilities**

- Coordinate and manage a robust volunteer program that meets the needs of the organization
- Maintain recruitment resources and update recruitment tools
- Manage volunteer database to organize volunteers, their schedules and capture hours served
- Responsible for volunteer training including orientation, policies and procedures and volunteer manual
- Manage retention program that includes volunteer rewards/perks and surveys and evaluations
- Maintain various community partnerships pertaining to volunteer program
- Organize volunteer recognition efforts, including events, newsletter submissions, and award nominees
- Manage volunteer program budget and assist with grant reports as needed for programs
- Oversee Volunteer Advisory Ambassador Team and outreach efforts
- Assist Programming team as needed

### **Your background**

- Bachelor's degree is preferred
- Two to three years of relevant work experience and/or internships that involved volunteer services
- Experience with Volgistics or other volunteer management systems preferred
- Ability to accomplish projects independently and manage projects simultaneously
- Exceptional interpersonal communications skills (phone, email, face-to-face)
- Fantastic customer service ethic and high expectations for quality
- Ability to have a flexible work schedule - some weekend and weeknights will be required during busy season
- Previous experience working in the non-profit sector

### **Who you are?**

- A champion and advocate for the Detroit Riverfront Conservancy's mission and our visitors
- Organized, meticulous and likes the details
- Knowledge of the City of Detroit and enthusiasm to work in the City
- Dynamic self-starter with entrepreneurial spirit who can think strategically, with imagination, and possesses a good sense of humor with the ability to challenge and inspire
- Ability to work well under pressure with persistence, perseverance, tenacity, integrity and patience

To apply for this position, please email your resume, cover letter, salary requirements and a list of three references as one PDF attachment to [careers@detroitriverfront.org](mailto:careers@detroitriverfront.org) in the subject of the email, please type "Your Name – Volunteer Coordinator." We will be accepting applications until June 18. Please no phone calls.

This is a salaried position ranged in the mid-40s based on experience and the compensation package includes medical, dental, 3 weeks paid vacation, and 401K plan.

**The Detroit RiverFront Conservancy is an Equal Opportunity Employer**