



Job Title	<i>Coordinator, Volunteer Program</i>
Reports To	<i>Manager, Volunteer Program</i>

Job Purpose

The purpose of the volunteer program is to fulfill the operational volunteer needs of the events produced by Chicago Event Management. Events include the Bank of America Chicago Marathon (10,000+ volunteers), Bank of America Shamrock Shuffle (3,000+ volunteers), Bank of America Chicago 13.1 (1,000+ volunteers) and other Company events. The role of the Volunteer Program Coordinator is to assist with recruitment, registration, communications, and administration within the volunteer program.

The goal of the volunteer program is to recruit, register, educate & train, empower, manage, track, recognize and retain volunteers appropriate to their participation level (general volunteer, group leader, key volunteer) and role within the event, to fulfill operational needs of the event, all the while fostering teamwork, creating allegiance to the event, and providing a positive, industry leading experience for all involved.

Full-Time

Non-Exempt

Duties and Responsibilities

Volunteer Program Coordination

Assist with the following tasks per the direction of the Volunteer Program Manager:

- Track forms and records within the volunteer registration system and event management operation system to document the volunteer activities including appropriate waiver, recruitment numbers, position descriptions and email copy
- Ensure that volunteer check-in procedures are followed, and records of volunteer hours are maintained according to established procedures
- Assist in establishing new recruitment initiatives for obtaining new volunteer groups and retention initiatives to maintain current volunteer groups.
- Maintain productivity to meet program and event timelines based upon the goals and objectives of the volunteer program and needs of the company and events
- Implement appropriate training and education with volunteers so that they can be successful in their positions
- Document volunteer program processes and develop guidelines
- Escalate issues to Volunteer Program Manager as needed

Volunteer Administration

- Process volunteer group leader applications and provide assignments to groups based upon event need
- Check-in with volunteer group leaders and ensure that they are meeting their recruitment goals

- Monitor volunteer registration and create weekly reports for the Volunteer Program Manager
- Assist with updating and maintaining production timelines for events utilizing company application/software
- Maintain historical records of volunteer groups
- Prepare and order various digital/print materials
- Compile volunteer survey feedback and share with program managers as appropriate
- Set-up and manage volunteer check-in at events and projects
- Facilitate the volunteer group donation and volunteer rewards processes

Volunteer Communications

- Update volunteer webpages and volunteer recruitment emails with current information and volunteer registration links provided by Volunteer Program Manager
- Monitor volunteer customer service phone line and email accounts and provide support
- Assist in sending final confirmation emails to volunteers prior to events

Other Responsibilities

- Attend volunteer projects for volunteer management and hospitality services
- Assist with preparations for volunteer meetings and receptions associated with events
- Provide feedback and updates on training, assignments, projects, etc. to manager on a weekly basis
- Attend regular staff meetings
- Other duties as assigned
- Active member and contributor to the engagement committee

Qualifications/ Requirements

- Excellent verbal and written communication skills.
- Innovative and critical thinker; strong analytical and problem-solving skills.
- Passion for event production or endurance sports/industry.
- Ability to interact professionally with internal staff and volunteers
- Demonstrates proactive and concise communication and follow-up skills
- Dedication to prioritize tasks and adhere to timelines in a deadline-driven environment
- Follows directions and gives initiative when required
- Exceptional organizational skills and attention to detail
- Strong work ethic: standards of integrity and credibility, demonstrates accountability in work product.
- Driven to learn and implement best practices of volunteer management
- Desire to be a team player
- Proficiency with Microsoft Office preferred

Education/Experience

- Completed a bachelor's degree in social sciences, communication, or related field
- Active volunteerism or experience leading volunteers or teams

- This role may require obtaining the following training and certifications, such as, CPR/First Aid certifications, Event Risk Management, leadership & management coursework, etc. **Expected Work Schedule**
- 40 hours/week distributed Monday – Friday, with periodic weekend events.
- Staff work in-person at the Chicago Event Management office in Chicago, IL, with the opportunity to work remotely up to 2 days a week as discussed and agreed upon with the Volunteer Program Manager. Company policies are subject to change as set forth in the Company handbook.
- During the weeks preceding an event, anticipated hours are 40+ and will be established in advance based upon event need.

Working Conditions/Physical Requirements

- Moderate walking, standing, prolonged sitting, bending, kneeling, and, reaching.
- Work is performed primarily in an office setting; event work is performed outside and off-site.
- The employee must occasionally lift and/or move up to 25 pounds.

Approved by: <i>Signature & Title</i>		
Date approved:		
Employee Acknowledgement:		