

RONALD MCDONALD HOUSE OF CHARLOTTE

Job Description



Job Title: Volunteer Operations Assistant		
Reports To: Group Volunteer Coordinator		
Job Status:	<input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time	Hours: <u>20</u> / week <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt
Job Summary:		
<p>The VOPS Assistant Manager provides support to the VOPs department at RMHCGC. This role provides critical support enabling the House to run seamlessly 24/7 for 365 days a year. This position will have some regular weekend hours.</p>		
Essential Functions:		
<p>Assist Volunteer Services Manager with:</p> <ul style="list-style-type: none">• Management of the pet therapy volunteer program, including recruitment, engagement, scheduling.• Reviewing and addressing suggestions from volunteer suggestion box.• Reviewing volunteer reports from Volgistics and coordinating recognition of volunteer service milestones.• Reviewing volunteer reports and reaching out to volunteers not meeting minimum hourly commitments or exceeding minimum requirements and ready to take on new roles.• Enter data for volunteer hours contributed by committee members, volunteers working offsite and extra hours for weekend volunteers.• Conducting regular volunteer feedback surveys.• Meet and orient new HOVs during first volunteer shift on site.• Perform backup coverage for front desk, family check-ins as needed.• Conducting interest meetings as needed.• Volunteer engagement by participating in the Volunteer Engagement, RARE Committee		
<p>Assist Group Volunteer Coordinator with:</p> <ul style="list-style-type: none">• Bridging the gap between weekdays and weekends at RMHCGC for Volunteer Groups.• Updating Teen Service Newsletter List.• Updating Youth Service Newsletter List.• Managing Kids Helping Kids events / signups & find host.• Serving as teen and group ambassador (Back up as advisor).• Serving as Teen Service lead (Responsible for getting teens to sign up for volunteer events with Teen Volunteer Board (TVB)).• Training Kitchen Hosts.• Supervising TVB projects, such as Winter fest, End of year TVB party, Family Reunion.• Providing Teen Volunteer Board members guidance with TVB goals as needed.		

- Managing the procurement, distribution, organization, and disposal of House decorations, including guest room door decorations, bulletin boards, holiday decorations, KHK activities, etc.

Other:

- Assist in backing up all Volunteer/Operations staff as needed.
- Ability to learn and use Family Registry, Volgistics, and Microsoft Bookings effectively.

Professional Qualifications:

- 1-2 years' experience with Ronald McDonald House Charities, human services, or a similar field.
- Experience with volunteer programs

Knowledge, Skills, and Ability:

- Knowledge of Microsoft Office products – Word, Excel, PowerPoint and Outlook
- Excellent attention to detail
- Excellent written and verbal communications with all ages (children to senior citizens)
- Ability to work independently without supervision
- Ability to multitask, solve problems, and use sound judgment
- Leadership and interpersonal skills
- Ability to adapt to changing situations calmly and effectively
- Interest in arts and crafts for all ages desired
- Frequent moving items weighing up to 25 pounds to various offices or events
- The ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- The person in this position needs to be able to move easily about the House and its grounds.

Leadership/Management Responsibility:

- No direct reports

Employee:

Date:

Director:

Date:

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