POSIDON DESCRIPTION

Position Title: Coordinator, Volunteer Services
Department: Student Services
Position Status: Active
Employment Type: Full-time

POSITION SUMMARY (Overview and Purpose)

The Coordinator, Volunteer Services (CVS) is primarily responsible for the administrative and organizational requirements of the Students’ Union Volunteer Services (SUVS) department and all programs that run under its aegis. The CVS is a resource provided to students by the Students’ Union (SU). As such, the incumbent is responsible for identifying issues and taking appropriate action to ensure that student volunteers and program coordinators are supported according to the direction of the SU. The CVS is also expected to advise the Manager, Student Services (MSS) on issues related to SUVS programs, volunteerism in Calgary and service-learning.

KEY RESPONSIBILITIES

- Assist the MSS to gradually reestablish programs and services offered by the VS office prior to the COVID-19 pandemic. This includes research, program development, updating of procedures and policies and taking a hand-on approach to service delivery when required.

- Lead between four and thirteen part-time staff members and numerous volunteers in the provision of ten SUVS programs; act as a coach and mentor to increase staff and volunteer skills and knowledge, and to build service potential within SUVS; ensure team objectives, performance measures and development plans are consistent with the SU’s mandate and strategic direction.

- Assist MSS with hiring and training of volunteer program coordinators.

- Oversee the coordination of SUVS programs and services by supervising and advising program coordinators, managing all volunteer screening processes including police checks and child welfare checks, administering all manual and electronic filing systems, ensuring all policies and procedures and training materials are current, tracking volunteer hours and maintaining
the Better Impact database, validating Co-Curricular Record requests, processing expense payments and reimbursements via accounting, and tracking related budgets.

- Coordinate and administer the Administrative Volunteer Program, including the recruitment, training, and supervision of volunteers, producing program goals, action plans, and reports, and creating and maintaining accurate event and volunteer files.

- Coordinate all administrative systems within the SUVS office including the management of frontline inquiries and supervision of casual front desk staff and ensuring the upkeep of office supplies and equipment.

- Plan and coordinate SUVS events such as Volunteer Appreciation, program information sessions, and Orientation Week recruitment drives.

- Maintain all SUVS communications such as training and hand-over manuals, promotional materials, volunteer opportunity boards and online presence; coordinate all annual volunteer recruitment campaigns; liaise with on and off-campus organizations in order to promote SUVS services and volunteer opportunities for students; ensure that any SU policies and operational guidelines that impact SUVS activities are disseminated in a timely fashion.

- Work with MSS to annually review all SUVS programs and operations in order to ensure their continuing relevance and success.

- Assist the MSS with Executive orientations.

- Perform other related duties as assigned or requested by the MSS.

RECOMMENDATIONS, DECISION AND AUTONOMY OF ACTION

The CVS reports directly to the Manager, Student Services (MSS).

The CVS typicallyformulates advice and recommendations to the MSS and the Executive based on administrative expertise, knowledge of SUVS activities and history, and understanding of the governing documents that guide the mandate and operations of SUVS programs. Problems generally have several options within well-defined parameters (i.e., established policy, practice, precedent, etc.). As the CVS is the primary point of contact between program coordinators, student volunteers and the SU, they are expected to be proactive in identifying and assessing potential issues and problems that could emerge between or among these groups. However, new or emerging issues are referred to the MSS for assistance with interpretation and advice before a course of action is formulated and implemented.

The CVS typically works with minimal supervision on general work assignments that utilize established methods, standard practices and/or well-defined precedents. Day-to-day work requires independent judgment in handling a variety of conventional problems and situations. Judgment is mainly operational, in that choices are generally made as to what and how the operations are completed. Reasoning is required to select a practical course of action. The
position may also influence approaches related to new operational issues utilizing experience, creativity, and independent judgment.

Situations that impact customer service, are of a politically sensitive nature, or have potential to attract media or community attention are referred to the MSS.

LEADERSHIP

The CVS demonstrates personal leadership through excellence in planning, priority setting, and execution of day-to-day work, through creative problem identification and assessment, and through the provision of exemplary customer service to all students and the campus community.

The position provides mentorship and coaching to the SUVS program coordinators and volunteers to effectively orient them to standards, practices, and management requirements, and to provide advice on how to best access and utilize organizational resources.

WORKING CONDITIONS

The CVS works in a satellite, high-traffic office environment and is subject to a high degree of interaction with students along with frequent interruptions to administrative work. The position is responsible for ensuring continuous coverage of the front desk during working hours, back-up, relief and overload support is provided by casual staff and volunteers.

The position is subject to high peak customer service demands during the first months of both the fall and winter semesters (September and January). Customer service demands regulate during other periods, and fall off considerably over the spring and summer semesters.

REQUIRED COMPETENCIES

• Demonstrated organizational and time-management skills to meet daily work deadlines, ongoing commitments, and emerging priorities.

• Excellent customer service skills to assist in determining student needs and providing appropriate levels of assistance in a high energy and busy environment.

• Superior interpersonal skills to interact positively, courteously and professionally with students, customers and staff from diverse backgrounds.

• Have the ability to learn, understand and accurately convey information to a variety of audiences. Possess strong verbal and written communication skills and be able to confidently address students’ questions and concerns.

• Ability to ensure self and others have a clear understanding of plans, activities, issues and other relevant information, and to ensure information is shared in an effective and collaborative manner.
• Have the ability to assess the severity of problems and work with staff to manage situations, in a timely manner.

• Possess common sense, tact, discretion, good judgment, and have the ability to maintain composure and make critical decisions when required.

• Demonstrated commitment to maintaining a high level of confidentiality when necessary and working within the boundaries of this position.

• Demonstrated influencing and mentorship skills to assist students in achieving positive outcomes.

• Ability to develop and maintain required knowledge and understanding of the organization and general campus environment, including services, programs and other information considered important to customers/clients.

• Illustrate personal motivation and the ability to take initiative. The CVS role requires a high-level of independence, however they must actively and regularly communicate and coordinate with the other members of the Student Services team.

EDUCATION AND EXPERIENCE

Minimum Requirements: A university degree with 1+ year of relevant experience or a diploma in a relevant field with 2 to 3 years of relevant experience. An equivalent combination of education and experience would be considered.

Volunteer management experience is preferred. Previous experience working within a post-secondary educational environment or a not-for-profit setting would be an asset.

Required Technical Skills/Experience:
• Intermediate computer skills using MS Office applications
• Proficiency with operating standard office equipment (e.g., fax machines, printers, photocopiers, etc.)
• Previous experience working with volunteer management software (e.g., Better Impact) is an asset.