



**Job Title:** Volunteer Services Coordinator

**Department:** Operations

**Reports to:** Volunteer Services Manager

**Status:** Full-time Hourly (Non Exempt) starting at \$18.50/hour based on experience

**Job Purpose:**

Ronald McDonald House Charities of Eastern Wisconsin (RMHC) is a premiere nonprofit established to keep families together and promote the health and well-being of children. RMHC is committed to the core values of communication, creating connections, community, and compassionate care for those we serve, those we work with, and those we inspire. Each member of our team demonstrates these core values and is focused on our mission and the families we serve.

The Volunteer Services Coordinator (Coordinator) is responsible for overseeing aspects of the Volunteer Program including projects for external volunteer groups, teen volunteers, as well as general support of the RMHC Volunteer Services Department. This Coordinator will report to the Volunteer Services Manager and will collaborate and work closely with the Operations Team.

**Job Responsibilities:**

- Coordinate the recruitment, scheduling, evaluation and ongoing communication efforts for groups volunteering at RMHC
- Collaborate with Operations Team to identify, plan and execute facilities-related volunteer group projects
- Manage the Teen Volunteer program, including recruiting, interviewing, training and recognition efforts
- Assist Volunteer Services Team with administrative support of the volunteer program
- Promote RMHC volunteering by assisting with volunteer recruitment efforts focusing on local schools and universities as well as new opportunities for volunteer groups
- Manage Speaker's Bureau program including scheduling and coordination of speaking events, maintaining collateral and presentation materials and proper stewardship of the program
- Assist with securing volunteer support for 3<sup>rd</sup> party fundraisers
- Lead occasional training and orientation sessions for new volunteers
- Greet and provide support of volunteers on shift at RMHC
- Organize youth offsite service projects including Scout projects
- Collect and report volunteer activity in Exceed! and Volgistics
- Provide content for the monthly volunteer e-newsletter which ensures communication and updates are presented in a timely manner



**Ronald McDonald  
House Charities®**  
Eastern Wisconsin

**RMHC Job Description**  
Volunteer Services Coordinator  
*Current as of October 2023*

- Help to coordinate volunteers at RMHC special events in collaboration with Volunteer Services Manager
- Assist in planning the annual volunteer appreciation event
- Collaborate with the Mission Services team to provide occasional staffing support to the Family Meal Program, Hospitality Cart Program and the Family Room

**Qualifications:**

Candidates should have passion for the RMHC mission and demonstrate the following:

- Minimum high school diploma or equivalent
- Prior experience with managing projects and volunteers in a nonprofit preferred
- Flexibility in work schedule, with occasional evenings and weekends necessary
- Proven ability to manage multiple projects and proactively communicate status
- Excellent interpersonal, verbal and written skills
- Calm, professional and compassionate demeanor with ability to communicate and connect with a diverse audience of families, volunteers and stakeholders
- Proficient computer skills, including Word, Excel and PowerPoint with database knowledge a plus
- Strong organizational skills with attention to detail
- Display, embrace and demonstrate a "can do" attitude

To apply, please email cover letter, resume, and desired hourly compensation to Olivia Kresse, Volunteer Services Manager, at [okresse@rmhc-easternwi.org](mailto:okresse@rmhc-easternwi.org). Applications will be accepted through Wednesday, November 29<sup>th</sup>, 2023.