

## Job Description

### Title

Volunteer Match Specialist

### Supervisor

Executive Director

### Purpose

Sources, interviews, recruits and matches potential volunteers and is responsible for identifying skills and interests of the volunteer and matching the volunteer to appropriate, available volunteer opportunities. Identifies local non-profit partners through networking and research to build partnerships for Volunteer Matching Service. Provides primary support to the Executive Director related to volunteer matching development initiatives and projects. Performs maintenance on Volunteer Matching systems. Measures and tracks outcomes.

### Responsibilities

#### General responsibilities:

1. Manages the overall matching process.
2. Partners with Executive Director to understand Volunteer Matching needs and to develop matching and recruiting strategies and goals.
3. Builds and maintains relationships with organizations.

#### Operational responsibilities:

1. Sources, conducts phone interviews, and communicates with volunteers.
2. Gauges volunteers' interests and skills based on interaction and initial interest survey in order to match volunteers to long-term opportunities at local non-profits.
3. Manages volunteer experience seamlessly through the phone interview, matching, and follow-up.
4. Sets clear expectations and manages feedback from volunteers and non-profits.
5. Proactively researches local non-profits and builds relationships with those organizations through networking, introduction calls and meetings.
6. Obtains and helps define volunteer opportunities from organizations in standard systematic format.
7. Maintains searchable database of volunteer opportunities.
8. Actively pays attention to trends in volunteer data then proactively researches ways to impact trends related to overall goals and organization mission and vision.
9. Measures and tracks activity and outcomes and compares to organization mission and goals.
10. Identifies, trains and manages volunteer matching coordinators to increase matching capacity while maintaining service levels.
11. Presents DurhamCares to potential partners, community groups and churches to provide education around volunteer matching services and available collaborations within the model.
12. Produce and present regular status updates to Executive Director.

### Skills

Ability to forge relationships with organizations, churches, and other community establishments; ability to build sustaining relationships with volunteers; very organized and detail oriented; good presentation skills with a strong understanding of standard recruiting practices; passion for community development and the mission and vision of DurhamCares; high energy with ability to manage multiple work streams and priorities simultaneously; good at managing internal relationships and dealing with senior members of staff in a professional manner; a mature and confident personality; must have a sense of humor; able to communicate well in person, on the telephone, and in email; calm under pressure; comfortable with a variety of technology mediums including social media, Excel, and experience with CRM tools; adaptable.

### Qualifications

Bachelor's degree with recruiting experience preferred, proficient with MS office, experience with Salesforce.com preferred.

PLEASE SEND RESUMES TO [JOBS@DURHAMCARES.ORG](mailto:JOBS@DURHAMCARES.ORG)