



CROSSPURPOSE

Volunteer Operations Specialist 2025 Job Description

Scope and Position Responsibilities

The Volunteer Assistant will play a critical role in supporting the Director of Volunteer Services in coordinating volunteer activities and ensuring a positive experience for all volunteers. This role is vital to enhancing the efficiency of volunteer programs and expanding CrossPurpose's impact in the community. The Volunteer Assistant will act as a Volunteer Coordinator, assisting with planning, organizing, and managing volunteer activities, events, and programs.

Department: Volunteer Services

Supervisor: Director of Volunteer Services

Direct Reports: 0

Indirect Reports: 0

Major Areas of Responsibility

- Partner with the Director in building a robust Volunteer department that will aid every aspect of CrossPurpose
- Help recruit, onboard, and train new volunteers.
- Maintain up-to-date volunteer records and schedules.
- Communicate regularly with volunteers to provide updates, confirm attendance, and answer any questions.
- Match volunteers with appropriate roles and ensure they have the resources and support needed.
- Manage volunteer databases and track volunteer hours, ensuring data accuracy.
- Prepare reports and summaries on volunteer activities, attendance, and program effectiveness.
- Help develop and update volunteer policies, manuals, and training materials.
- Assist in creating promotional materials and social media content to attract new volunteers
- Assist with budget tracking and financial documentation related to volunteer programs and events.
- Assist in planning and executing volunteer events, including orientation sessions, training, recognition events, and special projects.
- Ensure all volunteer events run smoothly by overseeing the planning,
- Coordinate logistics for volunteer events and activities, such as scheduling, set-up, registration, materials, on-site support, and other event needs.
- Represent CrossPurpose at community events, fairs, and meetings to recruit and engage potential volunteers.
- Foster relationships with community groups, organizations, and businesses to build a strong network of support.
- Perform other tasks as assigned by the Director of Volunteer Services to support the overall mission and objectives of CrossPurpose.



CROSSPURPOSE

Qualifications

- Minimum of 2 years of experience in administrative support, project coordination, or a similar role, preferably in a nonprofit or volunteer-driven environment.
- Strong organizational and time-management skills with the ability to manage multiple tasks simultaneously.
- Excellent communication skills, both written and verbal, with a professional demeanor and collaborative attitude.
- Proactive and self-motivated with a passion for community service and volunteerism.
- Experience in event planning and volunteer coordination
- Basic knowledge of social media platforms and digital marketing tools
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint), and Google Suite, and experience with Salesforce, Asana, and Slack. Being familiar with volunteer management software or databases is preferred.
- Comfortable working with diverse groups of people and fostering an inclusive environment.
- Strong problem-solving skills, attention to detail, and the ability to work independently with minimal supervision.
- Strong commitment to Christian faith

Hours, Compensation, and Benefits

- **Hours:** 40 hours/week, Mon - Fri. 8:00 am - 5:00 PM
- **Compensation:** \$55,000-\$66,000/year (Admin Specialist II)
- **Vacation:** 15 days per year, plus the office is closed Christmas Day - New Year's Day, and staff have limited duties
-
- **Sick Days:** 6 days per year
-
- **Insurance Benefits:** Health, dental, vision, worker's compensation, unemployment, short-term disability, long-term disability

Benefits are discussed in more detail in our Employee Handbook

Employee

Date