

MONROE COUNTY HUMANE ASSOCIATION

CLINIC • EDUCATION • OUTREACH

Volunteer & Office Support Coordinator

Serving Monroe County since 1956, the Monroe County Humane Association (MCHA) is a 501c3 charitable organization dedicated to promoting the welfare of companion animals, strengthening the human-animal bond, and providing access to veterinary care and humane education across the community.

About the Position: 20-30 Hours Per Week, Future Potential for 40 Hours Per Week

Position Summary:

The Volunteer Coordinator leads volunteer support for Monroe County Humane Association while also providing essential administrative and operational assistance across the organization. This role is responsible for recruiting, onboarding, scheduling, and supporting volunteers across programs, including office operations, special events, the nonprofit veterinary clinic, gardening and trails, the Pet Food Pantry, mobile clinics, and Crisis Housing, including onsite volunteers and foster caregivers. In addition, this position provides direct administrative and operational support to the Executive Director, including assistance with development activities, data tracking, reporting, and internal systems.

Essential Position Duties & Responsibilities

1) Volunteer Recruitment and Training

- a. Design and implement a volunteer recruitment strategy, both online and offline.
- b. Conduct orientation sessions and on-the-job training for new volunteers.
- c. Create a skills database to match volunteers with suitable roles.

2) Volunteer Management

- a. Schedule volunteers based on organizational needs.
- b. Maintain and update volunteer records, including hours worked and areas of expertise.
- c. Foster a positive volunteer culture through regular communication and engagement activities.

3) Crisis Housing Animal Foster Group Coordination

- a. Create and oversee a structured animal foster program to assist the crisis housing center.
- b. Recruit, screen, and train foster volunteers.
- c. Coordinate the placement of animals in foster homes during emergencies or as needed.

4) Organizational and Program Support

- a. Coordinate with various departments to assess their volunteer needs.
- b. Areas include office work, special events, vet clinic, gardening/trails, food pantry, mobile clinic, and crisis housing (this includes fosters).
- c. Evaluate volunteer performance and provide constructive feedback.

5) Administrative Tasks

- a. Develop and manage a volunteer handbook.
- b. Keep records of volunteer skill sets, schedules, and availability.
- c. Prepare reports on volunteer activities for internal and external stakeholders.

6) Development & Operations Support

- a. Assist with donor acknowledgements and stewardship communications
- b. Support donor database updates and record accuracy, while gift entry and financial records remain the responsibility of the Finance Director
- c. Run and prepare development and program reports
- d. Support mailings, campaigns, and follow up
- e. Help prepare grant tracking and documentation
- f. Assist with basic operational tasks as assigned

Qualifications:

- Demonstrated experience in volunteer coordination, preferably in a non-profit setting.
- Exceptional organizational skills and strong attention to detail, with the ability to manage multiple tasks and deadlines accurately
- Proven ability to track information, follow processes, and maintain clear records
- Excellent verbal and written communication skills
- Strong computer skills, including proficiency in the MS Office Suite or Google Workspace
- A genuine care for animals and a strong commitment to community service

Equal Opportunity Employer: MCHA is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

The information in this position description indicates the general nature and level of work to be performed. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of associates assigned to this job. Management reserves the right to revise the job description or require that other tasks be performed when the circumstances of the job change (for example, emergencies, change in personnel, workload, or technical development)

All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.