

Free Bikes 4 Kidz MN Volunteer Coordinator Job Description

Organization Overview:

Free Bikes 4 Kidz MN is a non-profit organization geared toward helping all kids ride into a happier, healthier childhood by providing bikes to those most in need. The public donates gently used bikes, we organize thousands of volunteers to clean and refurbish them and then we give them away to deserving children. FB4K collects, restores and distributes almost 10,000 bikes annually via community organizations through the generous help of over 3,000 volunteers.

Job Purpose:

The Volunteer Coordinator (VC) is responsible for recruiting and leading the effective management of over 3,000 new and existing volunteers to ensure volunteer staffing needs are sufficiently met for: Warehouse Set-Up, Bike Donation Day, Bike Giveaway Days, the *two-month* bike refurbishing phase, Warehouse Move-Out, and the other activities as needed.

The VC oversees recruitment of individuals, corporate and community group volunteers, the registration process, placement/scheduling, training, database management, communications/outreach and smooth coordination with other FB4K staff. The VC will be responsible for reporting out volunteer data for events and prior week as well as projections on weeks and projects to come.

A successful season could result in a permanent, year-round position for the right candidate.

Organizational/Reporting Structure:

Reports to the Executive Director. Works closely with the Bike Recipient Coordinator, Hosts, Guides, Warehouse Coordinator, and Staff Mechanics. VC will have a hybrid workspace between home (mobile) and onsite in warehouse workspace during bike refurbish/volunteer work phase.

ESSENTIAL JOB FUNCTIONS AND ASSOCIATED TASKS:

- Serve as primary contact for existing and prospective volunteers; manage the volunteer force to match the workload
- Update current recruitment resources; research, network and identify new sources for prospective volunteers including social service agencies, corporate/business groups, universities/colleges, etc.
- Strategically publicize FB4K's volunteer opportunities. Recruit and encourage volunteer commitment through online community engagement platforms, social media, sponsors/partners, email and phone
- Develop and cultivate professional relationships to encourage returning volunteer groups. Maintain consistent contact with and thorough follow through on volunteer inquiries via web registration, phone and community events
- Manage volunteer registration and work schedule using shared website calendar; monitor daily, address changes/cancellations and fluctuating volunteer needs; resolve as needed
- Organize corporate volunteer groups, leverage special scheduling requirements, aligning them with FB4K volunteer needs
- Train, outline expectations, provide guidance to onsite volunteers; redirect as necessary
- Work in conjunction with FB4K Hosts and Guides; help train staff to manage/lead volunteers efficiently and cooperatively using online volunteer management system
- Support onsite supervision of and orient volunteers to increase understanding of their role, the organization and volunteer contribution; conduct daily orientations for volunteer shifts during the refurbishing work phase.
- Communicate volunteer needs to our presenting sponsor to include in their messaging
- Represent FB4K, be a cheerleader, engage and provide a positive experience for all volunteers
- Assist in planning and execution of formal volunteer appreciation event to recognize volunteer contributions
- Develop a post-season volunteer survey and evaluation, provide recommendations for engagement improvements
- Contribute to, support work of FB4K team members; other duties as assigned

REQUIRED QUALIFICATIONS/PREFERRED SKILLS:

- Bachelor's degree preferred. A minimum of 2 years of professional work experience preferably in volunteer management/customer service, community outreach
- Knowledge of current trends, resources, and information related to volunteerism
- Proficient in MS Suite; familiar with databases, interactive web-based tools/ platforms such as Google Apps, social media, online volunteer registration, Salesforce for Nonprofits and/or Salesforce for Volunteers experience a plus
- Demonstrated ability to work independently with minimal oversight; takes initiative, flexible, adaptable, responsive, self-managed
- Demonstrated organizational skills; experience prioritizing projects and working on several projects simultaneously. Able to anticipate and meet deadlines.
- Excellent communication skills; able to lead and motivate volunteers
- Able to accommodate a flexible/irregular work schedule, including occasional evenings and weekends. (Must be available to work key event dates)
- Professional, positive, personable, and collaborative team member
- Prior experience with nonprofit organizations; fondness for biking and connection to biking community, a plus
- Valid driver's license; willing to use cell phone and personal laptop and travel between meeting/ working sites

Submit resume and cover letter explaining why you are interested in this position to Tia Martinson - tia@fb4k.org with the subject line: Volunteer Coordinator.