

## **Volunteer and Administrative Coordinator**

**Summary:** Prescott Farm Environmental Education Center in Laconia seeks a friendly and outgoing individual to join our team of educators and nature enthusiasts as a Volunteer and Administrative Coordinator.

This is a front-facing role responsible for recruiting, scheduling, managing, and developing mutually rewarding relationships with volunteers who bring a variety of skills, interests, and talents to their volunteer work at Prescott Farm. This role also involves assisting program participants with registrations, welcoming visitors, and other administrative tasks. The successful candidate will be a people-person with strong written and verbal communication and customer service skills who enjoys working as a member of a team and is capable of working with databases, websites, social media, and the Microsoft Office suite.

The ideal candidate will have excellent organizational skills and enjoy working with people of all ages and backgrounds. Strong written and verbal communication skills and comfort working with computers to maintain data and correspond with individual volunteers and volunteer groups is also important.

This is an hourly position working 35 hours per week, Tuesday through Saturday with occasional required support for evening events. This position is primarily on-site with occasional remote work. There is some schedule flexibility.

### **Responsibilities:**

#### *Volunteers (60%)*

- Recruit, interview and place applicants for volunteer work
- Conduct and/or arrange for volunteer orientation and training
- Schedule all volunteer activities
- Survey staff regularly to assess needs for volunteer assistance
- Collaborate with program and maintenance staff as well as volunteer team leaders in the development and execution of volunteer service activities
- Establish and steward relationships with volunteers and prospective volunteers in-person, by phone, and email on an ongoing basis
- Develop and manage volunteer policies, procedures, and standards of volunteer service
- Organize volunteer recognition programs and special events including semi-annual volunteer appreciation events
- Maintain accurate records and provide timely statistical and activity reports on volunteer participation
- Provide ongoing support and guidance for volunteers and act as a single point of contact for communications
- Confer with volunteers to resolve grievances and promote cooperation and interest in Prescott Farm

#### *Administration (40%)*

- Answer phones and transfer to appropriate staff member; take and distribute accurate messages
- Greet public, answer questions knowledgeably, and direct inquiries to the correct staff member
- Maintain functional, accurate program registration databases, assisting the public with program registration as needed
- Assists Communications & Events Director to manage distribution of marketing materials and posts program offerings on a variety of online calendars

- Manage Prescott Farm memberships including sending new member packets, renewal notices, and membership acknowledgement letters
- Prepare and send donor acknowledgement letters
- Receive, sort and distribute incoming mail; prepare and send outgoing mail daily
- Maintain constituent database
- Assist with event planning and implementation
- Monitor and maintain office and maintenance supplies; ensure office equipment is properly maintained and serviced
- Assist staff with administrative tasks
- Other duties as assigned

**Requirements:**

- Strong written and verbal communication skills
- Excellent customer service skills
- Ability to manage multiple tasks simultaneously
- Demonstrated ability to work both collaboratively and independently
- Willingness to learn and work in a variety of computer and online platforms
- Must pass a criminal background check

**Education and Experience:**

- Associate's degree in a related field; bachelor's degree preferred
- 3-5 years minimum job experience; work in the nonprofit sector and/or in a supervisory capacity a plus
- Experience and comfort working with computers is required. Software platforms include Microsoft and Google Suites, Little Green Light, CampBrain (program registration), Square, WordPress and Constant Contact

**Status:** Hourly, full-time, year-round (35 hours/week)

**Benefits:** Health insurance, retirement plan, life insurance and long-term disability Income insurance, paid holidays and vacation.

**Wage:** \$18-\$20 per hour depending on experience

**Reports to:** Executive Director

Please e-mail cover letter and resume to [cwellens@prescottfarm.org](mailto:cwellens@prescottfarm.org). Applications will be accepted until the position is filled.