



Volunteer Coordinator

About the Organization

Canal Alliance is a nonprofit champion of immigrants who are challenged by a lack of resources and an unfamiliar environment. Every day, we educate, empower, support, and partner with motivated immigrants to best meet all their unique needs—from putting food on the table, to becoming American citizens, to learning English, to graduating from college.

Position Summary

The Volunteer Coordinator reports to the Senior Development Manager and is responsible for coordinating Canal Alliance's efforts to recruit and engage volunteers. The position requires an effective, focused, organized and detail-oriented professional who has excellent customer service capabilities and an understanding of data management and analysis.

Essential Functions

Agency-Wide Volunteer Engagement and Coordination

- Coordinate volunteer recruiting needs with Program Directors, volunteer supervisors and Development team members to ensure needed volunteer participation;
- Support the agency-wide volunteer engagement process by supporting volunteer supervisors to create volunteer job descriptions, coordinating the initial screening and intake of interested volunteer candidates and conducting exit surveys;
- Work closely with Program Directors and volunteer supervisors to monitor volunteer activities, identify and resolve problems, and prepare regular progress reports and evaluations;
- Promote and maintain all volunteer opportunities required by Canal Alliance program and administrative teams;
- Manage online volunteer recruitment platforms (e.g. Mentor.org, Volunteer match, Idealist);
- Schedule and coordinate volunteer training and informational sessions;
- Identify and outreach to secure volunteers and donors through businesses, schools, social groups and other community groups, and follow up with community leaders and prospective volunteers;
- Coordinate and attend outreach events and opportunities to establish and expand relationships with prospective and current individual and corporate volunteers;
- Respond to telephone, voicemail, written, and e-mail inquiries for information regarding volunteers;
- Assist with implementation and training of agency-wide volunteer policies, procedures, and standards of volunteer service;
- Assist with the coordination of volunteer recognition programs and special events.

91 Larkspur Street
San Rafael, CA 94901
415.454.2640

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Volunteer Coordination for Development

- Train and oversee Development volunteers to assist with department tasks;
- Assist with the coordination of and volunteer support for special events implemented by the Development Department.

Data Management and Reporting

- Input contacts into our Salesforce Database and tracking relevant activities with those contacts;
- Enter and maintain accurate and complete volunteer records in Salesforce.
- Create volunteer reports out of Salesforce;
- Create targeted mailing lists out of Salesforce, and coordinate the production and mailing of volunteer communications;

Other Responsibilities

1. Other duties as assigned by Senior Development Manager

Education and Experience

- Bachelor's degree in a related field.
- Minimum of two years' experience of nonprofit, human service, and/or customer service experience.
- Proficient in basic computer applications such as Outlook, Word, and Excel required
- Knowledge of Latino, immigrant, or low-income communities.

Qualifications- Skills, Knowledge

- Excellent computer and technology skills, including facility with internet navigation, CRM/database, and Microsoft Office suite.
- Effective time management and work organization skills, with a high attention to detail.
- Excellent verbal and written communication skills with a positive, enthusiastic attitude.
- Excellent analytical and abstract reasoning skills, with the ability to think strategically, creatively problem solve, and exercise good judgment.
- Proven ability to work within dynamic teams and build strong working relationships with colleagues, and the ability to interact and work effectively with Directors, front-line staff, volunteers, clients and donors.
- Ability to work with minimal supervision, to handle multiple tasks and manage demanding situations effectively, showing strong initiative and being anticipatory rather than reactive.
- Experience with volunteer management.
- Knowledge of Salesforce.
- Bilingual in Spanish and English.

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Compensation

This is a full-time position with benefits. We offer a competitive salary with a benefits package that includes 3 weeks paid vacation a year, 12 days of sick leave a year and 100% paid employee medical & dental insurance as well as long term disability and an employee assistance program. In addition, there are 16 paid holidays annually, a 403(b)-retirement plan and a Flex cafeteria plan.

Canal Alliance Equity and Inclusion Statement

Canal Alliance actively promotes and recognizes principles of fairness, equity, and social justice in relation to, and across, intersections of race, age, color, national origin, ethnicity, citizenship, sex, sexual orientation, gender identity, gender expression, religion, disability, ancestry and all other identities represented among our diverse employees.

By appreciating the importance of inclusion, we acknowledge that the collective and individual talents, skills, and perspectives of our staff foster a culture of belonging, safety, collaborative practice, innovation, and mutual respect. Canal Alliance is committed to the transformation of attitudes and systems that deprive any person or group of these principals.

Application Process

Please email your resume and cover letter to HR@canalalliance.org. Only electronic applications will be accepted. (Keep it green!) Please indicate "Volunteer Coordinator – YOUR NAME" in the subject line of your email.

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