



Position Title: Ongoing Volunteer Support Specialist - Volunteer Services

Number of Positions Available: 1

Purpose: Enhance the experience of ongoing volunteers at Cleveland Sight Center.

Location: Cleveland Sight Center

Key Responsibilities:

- Develop, administer and implement “Volunteer of the Quarter” recognition series.
- Reinstigate and promote the “Volunteer Update Hotline”.
- Conduct phone calls on behalf of Volunteer Services, such as confirmations, database maintenance support, thank yous, and recruitment initiatives. Conduct confirmation, database maintenance, thank you, and recruitment phone calls on behalf of Volunteer Services.
- Communicate and coordinate database maintenance action steps with Volunteer Manager.
- Draft regular “Thankful Corner” memos for staff and partners.
- Support succession planning communications to ease transitions with CSC staff, current Volunteer Placement Coordinators and ongoing volunteers.
- Assist with Advertising for ongoing volunteer opportunities at Cleveland Sight Center; reposting advertised positions on select websites, distributing volunteer flyers, and spreading information about positions via word of mouth to key CSC staff members and partners.
- Support efforts related to gathering, editing and showcasing Volunteer Services projects in preparation for CSC’s annual report (November-January).
- Maintain tidiness of collateral areas throughout the agency.
- Quality check materials for volunteer orientations and staff trainings.
- Other related duties as assigned.

Qualifications:

- Understanding of and belief in Cleveland Sight Center Volunteer Services Mission.
- Proficiency in Microsoft Office programs.
- People-oriented with a focus on relationship building.
- Excellent written and verbal communication skills.
- Some database management experience preferred.
- Understanding of or experience with marketing towards targeted audiences.
- Desire to collaborate. Ability to work autonomously and as a member of a team.
- An aspiration to help and support others.
- Ability to work with and appreciate diverse populations.
- Attention to detail.
- Strong project management and organization skills.
- Willingness to educate oneself related to volunteer engagement. Ability to learn and understand CSC’s volunteer culture, projects and goals.
- Position would be a positive fit for those pursuing careers in marketing, communications, business, human resources, graphic design, psychology, nonprofit administration or related fields.
- Ability to work effectively in an office environment (including sitting, standing and working on a computer for extended periods of time).
- Successful completion of a background investigation.

- Strict adherence to HIPPA and confidentiality.

Commitment:

- Ongoing: 4-8 hours weekly
- Minimum of 6 month commitment preferred.

Additional Position Information

- Position scheduling flexible to applicant needs within M-F 8:30a-5:00p timeframe.
- November – January will be a high demand season. Scheduling for the position will lighten around the holidays. Alternative days may be scheduled to offset demand during the busy season.
- Position Type: Volunteer/Unpaid

Age Requirement: 18+

Dress Code:

- Business Casual

Training:

- Volunteer Orientation
- Volgistics Database Training
- Ongoing support from CSC Volunteer Manager

Volunteer Signature: _____