



JOB DESCRIPTION

Position Title: Volunteer Services Coordinator

Department: Volunteer Services

FLSA Status: Non-exempt

Reports to: Member & Volunteer Relations Manager

Last Reviewed: October 2019

Supervises: N/A

BASIC FUNCTION

The Volunteer Services Coordinator provides support to the Association's volunteer leaders to ensure their success, including use of the Association's online community network (MY AADE NETWORK) and social media technologies. This role assists with expense tracking, general administrative functions and responding to volunteer inquiries. Assists the Member Engagement and Volunteer Services Department with various activities including processing volunteer leader group's invoices, reimbursement reports, and volunteer event coordination. Additional projects and duties as assigned by Director of Member and Volunteer Services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responds to technical and administrative inquiries by phone and email as appropriate.
- Assists MY AADE NETWORK administrator in establishing online registration for educational programs.
- Responds by email and/or phone to MY AADE NETWORK leader inquiries regarding monthly financial statements for the AADE's state and regional chapters (CB's -Coordinating Bodies, LNG's -Local Networking Groups, and COI's – Communities of Interests).
- Responsible for coding chapter expense reports, invoices, and credit card statements, and researching any unidentified payments.
- Will process chapter program registration payments in MY AADE NETWORK, and upload supporting documents to MY AADE NETWORK for leader reference.
- Will also post monthly financial reports to appropriate state leader forum on MY AADE NETWORK.
- Provides administrative support for the Director of Member Engagement and Volunteer Services and department members and projects.
- Serves as backup for Customer Service Team and Front Desk as needed.

KNOWLEDGE, SKILLS, AND ABILITIES

- Excellent organizational skills; must be detail-oriented with ability to multi-task and complete assigned projects and duties on timely basis.
- Must be proficient in web and social media technology, as well as database systems and Microsoft Office Suite.

- Customer service orientation essential; excellent communication and interpersonal skills required.
- Ability to work both independently and as a team member.

EXPERIENCE/EDUCATION

- Minimum of 2 years work experience in a professional environment required; prior association experience preferred.
- Demonstrated experience with online community and social media applications required.
- Familiarity with basic accounting fundamentals or processing of expense reimbursement preferred.
- College courses or degree in related field preferred.

PHYSICAL DEMANDS

Nature of work requires an ability to operate standard business office equipment. Requires ability to communicate and exchange information, collect, compile and prepare work documents, set-up and maintain work files. Occasional overnight and out of state travel may be necessary.

WORKING CONDITIONS

Majority of work performed in a general office environment. Position requires availability for extended hours and non-traditional hours to perform department job duties. Also may require occasional participation and attendance at organization sponsored events and meetings across the country.