



## **Coordinator for Administrative Services, Membership and Agency Relations**

*Bring your talents to an organization where you can make an extraordinary community impact*

### **Introduction**

Volunteer Fairfax (VF) is the regional volunteer center serving Fairfax County and the National Capital Region. We serve a population of nearly 1.5 million people and we partner with leading regional public agencies, non-profits and corporations. Established as a private nonprofit in 1974, we have been the heart of volunteerism in the region for 45 years.

Volunteer Fairfax mobilizes people and resources to meet regional community needs. Our mission is to amplify community impact through targeted matching of volunteer resources to community needs in Fairfax County and beyond. We are dedicated to promoting volunteerism to all ages, and carrying the ethic of volunteerism to future generations through our programs and public awareness activities.

### **Purpose**

The Coordinator for Administrative Services, Membership and Agency Relations is responsible for

- Handling administrative services to ensure effective and efficient operation of VF, including handling telephone inquiries, greeting clients and guests, equipment maintenance, purchasing consumable supplies, assisting with financial management and providing administrative support to programs.
- Serving as the primary point of contact for Volunteer Fairfax member agencies and assisting them in utilizing member services, maintaining accurate membership records and recruiting new members.
- Assisting with management of VF volunteers.
- Coordinating VF's information and referral program.

Reports to: Chief Administrative Officer (CAO)

### **Areas of Responsibility**

#### *Administrative Services (40%)*

- Coordinate front desk by answering phones, transferring calls to appropriate staff, responding to inquiries from the general public, admitting visitors to the office, accepting deliveries.
- Open and dispense daily mail; maintain a receipt log for checks received via mail.
- Maintain records for donations received and prepare acknowledgements working with the CEO or Development Director.
- Process all registration, payments and invoicing for all trainings, conference and programs.
- Inventory and order/purchase consumable office supplies.

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- Oversee maintenance of office equipment and the physical plant, including calls to vendors and service technicians.
- Assist with financial activities including processing bills and reimbursements for payment, processing checks received for deposit and other financial matters. Works with the CAO and CEO to obtain approvals as needed and prepares material for Accountant.
- Coordinate staff team-building, recognition and social activities (recognition/celebration of milestones, birthdays or special achievements or occasions).
- Assist Alternative Community Service Program with client intake and scheduling when program volunteers or interns are not available; takes client payments.
- Assist CEO and program managers with administrative tasks.

#### *Membership & Agency Relations Program (35%)*

A core program of Volunteer Fairfax, Membership & Agency Relations engages nonprofit and public agencies throughout Fairfax County and the Greater Washington Area to create partnerships which support, or are supported by, all aspects of programming at VF. This position is responsible for maintaining relationships with nonprofits which are currently members of Volunteer Fairfax and seeking out new organizations to join. This position interacts with volunteer coordinators and other members of the nonprofit community, monitors submitted volunteer opportunities, coordinates membership registration drives, and works to ensure accuracy of VF's database.

- Regularly interact with volunteer coordinators and other members of the nonprofit community to direct their questions/requirements to the appropriate staff member.
- Regularly edit and post submitted volunteer opportunities and donation needs.
- Update relevant membership documents as necessary, such as registration forms and the Memorandum of Understanding agreement.
- Handle membership payment collection.
- Ensure agency compliance with VF's Memorandum of Understanding.
- Update membership-related pages on VF's website.
- Write and distribute bimonthly E-news.
- Responds to requests for help with VF's database. Works to ensure the accuracy of the database. Runs reports from the database as needed.

#### *Information and Referral (10%)*

- Receive and answer requests from individuals (youth, adults, groups) for information about volunteer opportunities in the community.
- Coordinates VF's youth volunteer opportunities publication seeking out new opportunities for inclusion and updating existing opportunities.
- Assist with the coordination and implementation of VF's targeted volunteer recruitment efforts to include work on the Skills-based/Pro-bono volunteer campaigns.

#### *Volunteer Coordination (5%)*

Act as the internal volunteer coordinator for office volunteers; work with staff to determine their need for volunteers; draft position descriptions, recruit for positions, orient volunteers, and work with staff to supervise and recognize volunteers.

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### *Other Support (10%)*

- Represent VF at community outreach events, and other appropriate activities.
- Assume other duties and assist CEO and CAO with special projects as requested and required.
- Participate in special events and projects.

### **Requirements**

- As some VF activities require offsite attendance, must have a valid driver's license and access to an automobile for local travel.
- Some VF events and activities require physical effort such as lifting and moving project supplies (up to 50 lbs) and standing for long periods of time.
- Employment is contingent upon a successful background check.

### **Qualifications**

- Ability to multitask and work in a fast-paced team oriented office environment
- Bachelor's degree preferred
- Ease and familiarity with computers including Windows environment and some database experience
- Ability to communicate effectively both verbally and in writing with VF staff, other nonprofit staff and the public including providing excellent customer service with a diverse community of customers
- Ability to work effectively with staff members to coordinate activities; must be a team player
- Good analytical and problem-solving skills including knowledge of data gathering techniques such as internet research or files analysis to obtain technical and administrative materials for organizational use
- Knowledge of principles and practices of organization, planning, records management, research and general administration
- Experience with and enthusiasm for volunteerism and service projects or volunteer management skills
- Knowledge of Fairfax County, nonprofit and governmental organizations a plus
- Bilingual Spanish/English a plus

### **Compensation**

Salary, which is dependent on experience, ranges from \$32,000 to \$36,000. Volunteer Fairfax offers a comprehensive benefits package which includes medical (including dental and vision) short term disability, long term disability and life insurance; Simple IRA with up to 3% match; vacation and sick leave; paid time-off to volunteer in the community each quarter; flexible scheduling; and professional development opportunities.

### **To apply**

Email a cover letter explaining why you think this is a match for you and for Volunteer Fairfax, resume and salary requirement to: Jeanine Lauth, Human Resource Specialist--jlauth@volunteerfairfax.org. In the subject line of your email, please include "CASMAR -your last name". Resumes will be reviewed on an ongoing basis. Please only serious candidates should apply.

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