

Job Title: Volunteer Program and Administrative Coordinator

Reports to: Program Director

Key Relationships:

STAR Volunteers, STAR Staff, and Board of Directors, Anchorage community

Position Summary:

Provide overall leadership and supervision of the STAR volunteer program and office coordination

Qualifications:

- ◆ **Education:**
 - Associate Degree preferred or equivalent in experience.
- ◆ **Knowledge, Skills & Abilities:**
 - Must have the ability to recruit, train, and supervise.
 - Knowledge of sexual assault and related topics required.
 - Must be able to manage multiple tasks.
 - Must be technologically savvy.
 - Must be organized and detail oriented.
 - Must be able to work with team-based decision making processes, and have the ability to identify and problem solve.
 - Must be forward thinking, able to plan for unforeseen needs, be able to identify potential efficiencies for better work flow throughout the office environment.
 - Must possess the ability to work with culturally diverse clients, staff and volunteers.
 - Must possess excellent written and oral communication skills.
- ◆ **Special note:**
 - May be required to fill-in during open crisis line shifts
 - Attend a 40-hour crisis line training within 6 months of hire.
 - Must be able to work independently and be self-directed.
 - Must have a valid Alaska driver's license and insured vehicle.

Level of Responsibility:

Maintains contacts of a confidential nature throughout the agency and outside the agency.
May be required to use independent judgment in interpreting agency rules and policies.

Job Responsibilities & Duties:

Volunteer Coordination

- Manage all aspects of volunteer coordination and training;
- Manage crisis line Logistics and scheduling of crisis line responders;
- Communicate with staff about Administrative Backup and to the crisis line responders;
- Update the crisis line Hub with information and news necessary to crisis line responders;
- Check in with volunteers regularly to make sure their needs are being met and they are satisfied with their volunteer experience;
- Provide volunteer hours to the STAR Bookkeeper to assure hours are documented as in kind donations;
- Engage in volunteer recruitment with STAR staff;
- As needed, coordinate volunteer crisis line responder training for all recruited volunteers and new STAR employees;

- Communicate with staff any problems occurring on the crisis line, per volunteer crisis line responders, and assist with the generation of solutions;
- Maintain utmost confidentiality of volunteers and any information of confidential nature relating to the operation of the crisis line.
- Maintain online Crisis Line Responder Training Portal for all required trainings and continuing education for Responders through the Open Learning platform.
- Engage with the community for opportunities to recruit and provide information about STAR's volunteer opportunities.

Administrative Coordination

- Assist clients and office visitors.
- Maintain Intake Rooms and Waiting Room.
- Answer multi-line phone system.
- Manage calendars and office flow.
- Sort and distribute mail and maintain office mailing system.
- Receive all cash and check donations, copy and record, then share with Development Manager and Bookkeeper.
- Office filing.
- Maintain and inventory office equipment and supplies.
- Perform data entry and work on miscellaneous administrative tasks as assigned.
- Provide support and assistance to the Admin team, Development, Direct Services and Education departments.
- Document Board Meetings with the STAR Board of Directors.
- Assist in carrying out the goals and objectives of STAR and assist in maintaining liaison relationships with the Anchorage community.
- Provide organization to the STAR office, brainstorming solutions with all relevant staff members, that best suits the needs of each department; with the goal being a professional and inviting office space.
- Attend agency meetings as scheduled and required.
- Represent STAR in a professional and courteous manner.
- Stay current on issues relating to sexual assault.
- Other related duties as assigned.
- Coordinate communication with STAR office vendors for various supplies and equipment maintenance and purchase.
- Acts as point of contact for IT vendors for the entire office (including phones, computers, server, internet, copier).

Hours: 40 hours a week; flexible to meet the needs of the agency.

Rate of Pay: \$22 hourly

Non-Exempt