



## **Resource and Volunteer Center Coordinator**

WFH Flexible • Kalamazoo

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### **Description**

#### **STATEMENT OF THE JOB**

The Resource and Volunteer Center Coordinator ensures the accuracy and completeness of the 2-1-1 database and the Volunteer Center database. The coordinator assists employees and the public in accessing the information contained in both databases effectively.

#### **ESSENTIAL FUNCTIONS**

- Manages, updates and maintains the Volunteer Center database
- Assists agencies that want to be included in the Volunteer Center database
- Networks within the community to actively seek out new volunteer opportunities and agencies to add to the volunteer database
- Monitors community media (print or internet) for new services, programs and agencies for the volunteer database
- Facilitates and coordinates six (per year) virtual round table discussions with volunteer managers in the community, highlighting volunteer best practices
- Creates and distributes a monthly newsletter to volunteer managers in the volunteer database
- Creates and distributes a monthly newsletter to the volunteers in the database to highlight volunteer opportunities
- Supports in the coordination of City of Kalamazoo Martin Luther King Day of Service program
- Assists with volunteer center reporting requests as needed
- Assists potential volunteers in navigating the volunteer database and connecting with volunteer opportunities
- Manages, updates and maintains the 2-1-1 (Michigan) database adhering to database style guide and taxonomy standards set by Michigan 2-1-1
- Assists agencies that want to be included in the 2-1-1 database
- Serves as a community liaison for Gryphon Place by representing the organization professionally at community meetings
- Serves as a liaison for Gryphon Place at Michigan 2-1-1 committees including, but not limited to the Resource Managers Workgroup
- Manages, updates and maintains 211 Special Projects and Initiatives

- Monitors community media (print or internet) for new services, programs and agencies for the 2-1-1 database
- Attends community meetings with the purpose to learn about resources for the 211 information and referral database
- Assists in database training for all contact center staff including training of enhanced referrals
- Assists in the coordination, monitoring, and implementing of enhanced referral processes
- Monitors communication with front line staff to ensure resources corrections and updates are addressed and shared
- Establishes priorities systematically, differentiating between urgent, important, and unimportant tasks
- Assists in developing procedures related to resource data and Volunteer Center database

## **Requirements**

### **QUALIFICATIONS AND EXPERIENCE**

- Combination of a high school degree and minimum of 2 years' professional experience in the human services field
- Willingness and ability to meet AIRS (Alliance of Information & Referral Systems, Inc.) certification standards.
- Successful training in and daily use of the information and referral software, specifically using a call module
- Within 24 months of hire, successful completion of the AIRS certification program for Certified Resource Specialists (CRS). The CRS designation is acknowledgement of demonstrated competence in the field of information and referral
- Experience in a call center preferred.

### **KNOWLEDGE/SKILLS/ABILITIES**

- Excellent computer skills
- Ability to work independently with minimal supervision
- Ability to maintain professional expectations
- Excellent verbal and written communication skills
- A team-player and a positive attitude are necessary
- Ability to build and maintain relationships with a diverse population
- Ability to work on-call and, during times of disaster, ability to work evenings, weekends, and holidays

### **PHYSICAL REQUIREMENTS**

- This is largely a sedentary role; however, some filing and other clerical tasks are required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary as well as require the ability to lift at least 20lbs.

This job description in no ways states or implies that these are the only duties to be performed by the employee(s) incumbents in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.