

POSITION

Volunteer Engagement Coordinator

RESPONSIBILITIES

The Volunteer Engagement Coordinator supports Kappa Kappa Gamma, the Kappa Kappa Gamma Foundation and the Fraternity Housing Corporation in the recruitment, training, coaching, and retention of alumnae to serve as volunteers. The Volunteer Engagement Coordinator aligns talents to organizational needs and collaborates to identify, implement, and evaluate structures and programs to enhance the volunteer experience.

Volunteer Recruitment

- Develop and manage a continuous volunteer recruitment plan.
- Coordinate the ongoing intake and tracking of volunteer interest from alumnae.
- Coordinate all communication with volunteers from orientation through their departure from the volunteer role.
- Analyze volunteer trends and data.
- In partnership with the IT Department, identify technological resources to increase volunteer applications and manage volunteer tracking data.
- Collaborate with the Marketing and Communications Department to coordinate communications regarding volunteer recruitment.
- Collaborate with the Alumna Relations Director, Advisory Board Director and Facilities Director to develop programs for identifying and recruiting potential volunteers for local Kappa positions.

Volunteer Training

- Collaborate with the Education and Training Department and Chapter Services Department to develop programs and content aimed at increased volunteer preparedness.
- Plan, implement, and evaluate learning and development opportunities using a range of delivery methods and adult learning models.
- Consult with Fraternity, Foundation and Fraternity Housing Corporation leaders and Kappa Kappa Gamma Headquarters staff to help identify goals, determine necessary performance criteria, and evaluate goal attainment.
- Establish and maintain strong relationships — internal and external — with the Fraternity, Foundation and Fraternity Housing Corporation.
- Plan, coordinate and execute the Fraternity Leadership Series, a program to provide continuous leadership and education for Kappa volunteers.

Volunteer Retention and Recognition

- Assess volunteer retention and the largest contributors to the attrition of volunteers.
- Oversee all volunteer performance assessments and exit interviews. Provide coaching and guidance to volunteers.

- Propose, plan and execute an annual volunteer recognition program aimed at retaining alumna commitment.
 - Execute onboarding for local and international volunteers, including welcome letters and onboarding checklists.
 - Celebrate volunteer accomplishments and milestones as needed.
- Collaborate with volunteer leadership, Fraternity Council and the Director of Alumnae Experience in the volunteer removal process (when necessary).
- Partner with the Leadership Education and Development (LEAD) Committee and Leadership Selection Committee.

EDUCATION AND EXPERIENCE

- Bachelor's degree with relevant/applicable experience.
- Excellent customer service skills.
- Ability to accommodate volunteer schedules by attending meetings on nights and weekends when necessary.
- Experience with community building and fostering professional relationships with different stakeholders and constituencies.
- Demonstrated flexibility: Adapting quickly and resourcefully to shifting priorities and requirements and willing to work on different projects simultaneously.

Kappa Kappa Gamma is committed to building and maintaining a workplace that reflects human diversity and is committed to equal opportunity and eliminating discrimination and harassment.