



JOB DESCRIPTION

Position Title: Volunteer Engagement Coordinator

Department: Member and Volunteer Engagement

FMLA Status: Non-Exempt

Reports To: Senior Manager, Member and Volunteer Engagement & Data

Last Reviewed: April 2024

BASIC FUNCTION

The Volunteer Engagement Coordinator provides support to the Association's volunteer leaders to ensure their success and meet member's needs, including through use of the Association's online community network (ADCES Connect). Responsible for administration of Coordinating Bodies (CB's) and Learning Networking Groups (LNG's) event registration. Will create resources that assist volunteers in managing their CBs/LNGs. Provides assistance with expense tracking, conducting general administrative functions, and responding to volunteer inquiries in collaboration with the Meetings and Accounting & Finance departments.

Routine and ad hoc administrative and operational projects in support of member retention, and member and volunteer engagement. Will assist with other projects and duties as assigned by the Senior Manager, Member and Volunteer Engagement & Data and Chief Operating Officer.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responds to technical and administrative inquiries by phone and email as appropriate and provides regular support with department annual processes and member and volunteer activities.
- Builds online functionality for registration of local educational programs for assigned States.
- Responds by email and/or phone to ADCES Connect leader inquiries regarding monthly financial statements for ADCES's state and regional CB's, LNG's, and Communities of Interests (COI's).
- Responsible for coding expense reports, invoices, and credit card statements, and researching any unidentified payments.
- Processes program registration payments in netFORUM, uploads supporting documents to ADCES Connect for leader reference, and follows up with leaders as necessary.
- Utilizes knowledge of Microsoft Excel to organize and post monthly financial reports to appropriate State Leader Forum on ADCES Connect.
- Assists volunteer leaders in strengthening CB's and LNG's by helping them be more effective.
- Ensures that annual budgets for CB's and LNG's are received.
- Reviews and codes expenses for reimbursement processing to ensure accuracy before submitting to Accounting department for processing.

- In collaboration with Meetings department, assists leaders with regional event registration and meeting logistics adhering to individual budget parameters.
- Suggests and addresses opportunities for operational improvements to increase ADCES customer experience and satisfaction.
- Supports member retention efforts and campaigns in collaboration with other staff members by conducting direct outreach activities periodically via a variety of communication modes.
- Provides administrative and operational support to Senior Manager, Member and Volunteer Engagement & Data as requested.

KNOWLEDGE, SKILLS, AND ABILITIES

- Excellent organizational skills; must be detail-oriented with ability to multi-task and complete assigned projects and duties on a timely basis.
- Must possess computer proficiency in working with Microsoft Office Suite, website platforms, and database systems.
- Customer service orientation is essential; with excellent verbal, written, and interpersonal communication skills.
- Must be comfortable assisting members via phone and email on a regular, daily basis.
- Must possess ability to work well both independently and as a team member.

EXPERIENCE/EDUCATION

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

The majority of work is performed in a general office environment where a hybrid work schedule is observed. Position may require 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.