



In Consultative Status with the United Nations ECOSOC

## Volunteer Coordinator

### Position Description

**Position Summary:** Use your experience as a Global Volunteer and your strong written and verbal communication skills, attention to detail, and passion for making a difference for children and families to recruit individuals, couples, and families for international and USA volunteer programs that serve developing communities around the world. You can work from your home office if you live outside the St. Paul & Minneapolis metro, or at Global Volunteers corporate office in St. Paul, MN.

In this role, you will work closely with a team of dedicated volunteer coordinators, all of whom have volunteered on at least one Global Volunteers service program, and other professionals to assist people who contact Global Volunteers seeking information about short-term (one, two, and three weeks) service programs; no cold calling and no puffery. You will facilitate prospective volunteers' decision to volunteer through telephone and email communications, help inquirers appreciate the tremendous joy experienced when working with and learning from and about local people in another community, offer support as they overcome real and perceived obstacles to volunteering in a developing community, and assist them in making an informed decision to participate on a Global Volunteers service program. As a successful Volunteer Coordinator, you will be a respectful, honest, and effective salesperson, enjoying the challenge of informing, persuading, and registering people to volunteer.

**Organization Summary:** Global Volunteers is a private, non-profit, non-sectarian, international organization in consultative status with the United Nations Economic and Social Council. With a worldwide staff of 80 and a \$4 million budget, Global Volunteers is proud to have celebrated 42 years of engaging short-term volunteers on micro-economic and human development programs in close partnership with local communities. Serving at the invitation and under the direction of local leaders, volunteers focus on creating, nurturing, and sustaining the well-being of the world's children and their community, that they might realize the full promise of their human potential.

Global Volunteers strategy is a direct approach to wage peace and promote justice by encouraging and enabling people throughout the world to spend short periods working with and learning from local people in communities other than their own. This is a Win-Win-Win strategy. The children, families, and communities benefit from the volunteers' service, enhanced education, and greater opportunity to realize their full potential. Volunteers benefit from the knowledge gained, new friendships made, and added meaning to their lives. The world benefits from more people waging peace, promoting justice, and escaping poverty.

In this pursuit, Global Volunteers has engaged more than 42,000 short-term volunteers in service to children and communities in 37 countries on six continents. Oprah Winfrey described Global Volunteers as an organization providing "*people with an opportunity to make a difference in the lives of children around the globe.*" USA Today called Global Volunteers the "Granddaddy of the volunteer vacation movement."

For more information, visit our [website](https://globalvolunteers.org) (<https://globalvolunteers.org>).

**Qualifications:** You are results-oriented and have strong verbal and written communication skills, which you have effectively utilized in your previous work experience. You hold a bachelor's or higher university degree and are passionate about making a difference in the world, especially for moms and at-risk and vulnerable children. You benefit from a high level of attention to detail, demonstrated ability to work with a team as well as independently, and a strong desire to succeed. Your international travel, study, and work experience are a plus, as is your knowledge of Salesforce or similar CRM software.

**Responsibilities:**

1. Learn about the needs and interests of prospective volunteers
  - Respond to phone, email, or text inquiries from prospective volunteers.
  - Establish relationships with prospective volunteers.
  - Ascertain their interest to volunteer – where, when, who, what, how long, etc.
  - Inquire about why the person wants to serve.
  - Determine how individuals and family members might be most helpful.
  - Deduce level of interest.
2. Inform prospective volunteers about Global Volunteers.
  - Provide information about the tremendous needs pregnant women, mothers, and their children have in developing communities in the 13 countries we serve.
  - Explain how volunteers are helpful to families and community-based organizations.
  - Describe the specific characteristics and qualities of the communities served.
  - Detail the variety of community work projects in which volunteers are engaged, doing only what our community partners have asked us to do.
  - Talk about the lodging, meals, and transportation provided volunteers, the costs associated with a service program, and the value of the tax-deductible contribution.
  - Explain that Safety Trumps Everything wherever we serve!
  - Promote Global Volunteers' Philosophy of Service that emphasizes the simple fact that “Local people are Always in Charge.”
  - Send prospective volunteers all relevant materials and information immediately.
  - Follow-up with conversations, emails, and postal mailings as appropriate.
3. Qualify prospective volunteers, considering such factors as:
  - Suitability with Global Volunteers' Philosophy of Service.
  - Skills, interests, and education.
  - Ability to fully participate, e.g., physical mobility, etc.
  - Intent and likelihood of serving.
4. Obtain commitment to volunteer.
  - Assist prospective volunteers in overcoming obstacles, such as their trust in Global Volunteers competence to fully engage them in service, financial considerations, and their ability to serve.
  - If money is an obstacle, encourage and instruct the prospective volunteer on utilizing Global Volunteers' practical fundraising tools to help pay for the service program.
  - Invite prospective volunteers to consider asking a friend or relative to join them.
  - Counsel and advise regarding the importance of committing to a team environment.
  - Secure registration and deposit.

5. Achieve Recruiting Goals

- Annually recruit the number of volunteers assigned based on years on the job.
- Stay abreast of all service program changes, modifications, and improvements.
- Keep informed about world events, especially in the countries where Global Volunteers serves.
- Assist with developing sales and marketing materials.

6. Database Management

- Learn the intricacies of Salesforce – a highly effective and user-friendly customer resource management software program.
- Maintain and manage a computer database by recording all pertinent information received via mail, email, or telephone communications with prospective volunteers.
- Collaborate in the development of tools to improve communications with prospective volunteers.

7. Teamwork

- Contribute to periodic efforts related to recruiting, e.g., help develop marketing materials, assess volunteer data and market trends, take responsibility for being the “expert” on one or more countries where we serve, etc.
- Provide backup and support for other members of the Volunteer Coordination team, e.g., assist prospective volunteers managed by another volunteer coordinator who is out of the office.
- Assist with training of new volunteer coordinators.

**Employment and Benefit Information:** The volunteer coordinator is a full-time non-exempt employee. Global Volunteers offers a complete compensation package including salary, generous paid time off, health insurance, dental insurance, free parking at the corporate office, ongoing training, opportunities for professional development, annual domestic or international service program travel based on performance, and optional pretax employee contribution to their retirement fund. One of Global Volunteers' core values is to promote from within, so many of our upper-level managers started as volunteer coordinators or similar positions. Further, we are a family-friendly company recognizing that family trumps everything. The salary range for this position is \$50,000 to \$60,000 per year based on years of related sales, corporate, and international experience.

**Working Environment:** Global Volunteers staff work in a fast-paced, dynamic environment and must be creative, flexible, efficient, and effective problem solvers. With staff located worldwide, excellent communication skills and a strong interest in and awareness of international events are essential to success. Self-starters with a roll-up-your-sleeves, get-the-job-done attitude are especially effective. We promote a cooperative, family-friendly, mission-driven environment that enables employees to utilize their skills and capabilities to expand their horizons and help the organization succeed.

**Reports to:** Sales & Marketing Director

**How to apply:**

Please send your cover letter and resume to [jjones@globalvolunteers.org](mailto:jjones@globalvolunteers.org).

The subject line should read: Volunteer Coordinator Position.

Your cover letter must address each of the following in individual paragraphs:

1. Your motivation to help facilitate community development with a focus on mothers and children.
2. A detailed description of your sales experience.
3. Your international travel experience.
4. Why you want to work for Global Volunteers.