

**JOB DESCRIPTION FORM**  
**Volunteer Recruitment Specialist**

**ABOUT THE AGENCY:**

**Crisis Connections** is at the heart of the Seattle-King County safety net providing a broad array of telephone-based crisis intervention and information and referral services. For many people in emotional distress or needing community services assistance, we are their “first call for help.” Each year, we improve the lives of thousands of people by listening, caring and linking to services. “When you need us, we’re here!”

**COMPENSATION:** \$18.00 per hour/37.5 hours per week

**BENEFITS:** Two medical plan options, with premiums paid **up to** 100% by the agency

- Dental plan with premiums paid by the agency
- Paid Parking
- Agency supplemented ORCA program
- Walking distance to transit center, with light rail available in 2021
- Robust PTO plan starting on first day of employment which includes:
  - 12 days of vacation the first year, with incremental increases starting on year two.
  - 9 paid holidays every year
  - 15 hours of floating holiday, pro-rated for the first year (this is time you can use for any reason during the year.)
  - 12 days of sick and safe time every year\*\*Note – all PTO is pro-rated for employees who are 90% FTE or less
- Voluntary benefits including:
  - Life Insurance
  - Long/Short Term Disability Insurance
  - Flexible Spending Plan
  - Tax Deferred Annuity (403b plan)

**ABOUT THE POSITION**

**Job Summary:** The Volunteer Recruitment Specialist (VRS) is responsible for sourcing volunteers and interns to fulfill the mission of Crisis Connections. The majority of the time will be spent in the field, representing Crisis Connections at job fairs, community events and schools. The VRS is responsible for building the volunteer base by creating and maintaining relationships with community partners, including educational institutions, community centers, places of worship, and business partners to build and grow our base of volunteers.

**QUALIFICATIONS AND EXPERIENCE NEEDED:**

- **Minimum of 3 years of recruiting experience in a volunteer environment.**
- **Familiarity with Labor Laws surrounding volunteerism and internships**

- **Strong internal and external customer relations skills**
- **Ability to communicate clearly and concisely, both verbally and in writing**
- **Ability to create and maintain relationships with community partners**
- **Strong attention to detail**
- **Ability to work in a fast paced and deadline driven environment.**
- **Must have reliable transportation**

**POSITION REPORTS TO: Volunteer Services Manager**

**SUPERVISORY RESPONSIBILITIES:** None

**STATUS:** Full Time/37.5 hours per week

**DATE LAST UPDATED:** September 2019

**TO APPLY:** Email Kieran Laliberte at [KLaliberte@CrisisConnections.org](mailto:KLaliberte@CrisisConnections.org)

**Crisis Connections is an equal opportunity employer. We value having employees whose skills, experience and background reflect the diverse populations we serve.**

## **Volunteer Recruitment Specialist Job Competencies**

### **A. Outreach 45%**

- Research and source volunteer recruiting activities.
  - Research events and complete event registrations
  - Maintain a recruitment activities calendar
  - Work with Marketing to determine appropriate outreach materials are available.
- Collect data on the most successful outreach venues and report to Volunteer Services Manager in weekly update meetings.
- Meet and greet candidates at tabling events at schools, volunteer outreach and community events, providing volunteer application information and schedules of upcoming trainings, orientations and information sessions.
- Develops relationships with Colleges and schools to recruit volunteers,
- Makes Crisis Connections volunteer program presentations at colleges, high schools, events and activities, promoting volunteerism at Crisis Connections.

### **B. Recruitment 45%**

- Recruit and maintain an active database of 200 volunteers.
- Work closely with the Volunteer Services Manager to determine the qualifications of the volunteers we are looking to recruit by:
  - Gathering information from existing volunteer position descriptions
  - Meeting with Volunteer Program Coordinators
- Conduct research to determine appropriate point-of-contact within universities, schools, religious communities, social groups and other recruitment sources.
  - Build database of contacts, recording and maintaining important contact information. Report progress monthly to Volunteer Services Manager.
  - Develop a task schedule, tracking communication progress
  - Meet with contacts in person to elicit their assistance in identifying specific individuals in their school, organization, community, etc. who meet the qualifications required to volunteer.
- Work with Crisis Services and Volunteer Services team on internship and university hiring initiatives.
- Stay up to date on the volunteer needs of the agency through communication with CS and VS Managers.
- Meet in person with volunteer candidate(s) identified by the contacts, introducing them to Crisis Connections and the appropriate volunteer position description.
  - Direct candidate to our volunteer application process and provide schedules of upcoming trainings, orientations, and information sessions.
- Deliver amazing recruitment experience for all volunteers.

### **C. Quality and Quantity of Work/Work Habits 10%**

- Arrives at work on time and maintains regular attendance; working assigned shifts and other shifts when needed.

- Follows personnel policies and procedures.
- Written and verbal communication is clear, concise, accurate and thorough.
- Demonstrates genuine relationships by cooperating with others, handling disagreements directly with the person(s) concerned in a truthful and open manner, and accepting constructive feedback. Shows respect to co-workers, volunteers and customers/clients.
- Makes appropriate use of supervisor.
- Promotes a healthy work environment by demonstrating collaborative decision-making and team-building behaviors; provides peer support, and motivates staff and volunteers to outstanding performance.
- Suggests solutions to identified problems.