

Recruitment & Retention Coordinator

Eras Senior Network values all kinds of experience. If you meet a majority of the position requirements, we encourage you to apply.

Who We Are

Eras Senior Network is a non-profit organization that supports older adults 60+ and adults with disabilities to lead meaningful lives. Each year over 2,600 older adults across Milwaukee and Waukesha Counties and adults with disabilities in Waukesha County receive supportive services at no cost to them. Eras' services are performed by screened and trained community volunteers, keeping the cost to clients at \$0. Services include transportation to medical appointments, delivery of groceries and food pantry stock boxes, seasonal yard clean-ups, weekly friendly phone calls to ease isolation and loneliness, and more. Eras also offers intergenerational volunteer opportunities for older adults through the AmeriCorps Seniors' Retired and Senior Volunteer (RSVP) Program. RSVP Volunteers offer tutoring, pen pal relationships, and more with students in Waukesha and Menomonee Falls School Districts.

About The Role

We are looking for a Recruitment and Retention Coordinator to join our team. The coordinator will be responsible for planning, executing, and reporting on volunteer recruitment and retention efforts as well as supporting department tasks during peak times. Please see below for full listing of responsibilities:

Responsibilities

- Create and lead a campaign annually for volunteer recruitment, including events, in-person recruitment, social media, online recruitment, and outreach opportunities.
- Devise a plan to engage areas of low engagement to increase awareness of volunteer opportunities.
- Respond to requests for information about volunteering.
- Seek out and attend speaking engagements to share volunteer opportunities.
- Manage relationships with potential volunteers.
- Plan and execute regular volunteer retention activities including small-medium appreciation events, regular mailings, social media appreciation, and regular trainings.
- Assist with processing volunteer applications during peak times.
- Assist in department or agency projects and tasks as needed.

Core Functions/Key Performance Indicators

- Maintain complete and accurate records, including volunteer policies, procedures, position descriptions, standard of conduct, and criminal background checks.
- Maintain volunteer database profiles and required documentation. Produce reports as needed.
- Help potential volunteers identify their desired service opportunity and begin the application process.
- Maintain relationships with volunteers to ensure volunteer satisfaction.
- Ensure a timely response to all volunteer inquiries whether by phone, voicemail, email, or other methods.
- Participate in periodic evaluation of volunteers.
- Create and facilitate ongoing volunteer trainings as needed.
- Develop and maintain collaborative relationships with other volunteer organizations to ensure best practices are implemented in our program.
- Cross-functional responsibilities as needed to support the agency.
- Perform other duties as assigned.

Competencies

- Working together: Participates in agency sponsored events, staff meetings, discussion, and committee assignments to carry out Eras Senior Network's Mission.
- Communication & Influencing: Informs others clearly, convincingly and listens to maintain good working relationships with volunteers, referral sources, team members and community.
- Managing Knowledge: Keeps up to date with readily accessible knowledge relevant to job duties.
- Striving for Excellence: Responds to feedback and strives to meet objectives and goals as set forth in performance evaluations.
- Managing Resources: Organizes own work to meet objectives on time and is aware of team workloads.
- Leading for the Future: Is enthusiastic about Eras Senior Network's mission, lives Eras Senior Network's values and is open to new ideas and change to drive mission.
- Thinking Strategically: Understands the context of own role and performance on team and agency mission.
- Delivering Results: Produces work of acceptable quality on time; responds to requests and addresses issues in an effective manner.

Skills, Knowledge & Experience

- Excellent written and verbal communication, reflecting excellent customer service skills.
- Previous experience working within a CRM or other volunteer management database or willingness to learn.

- Experience planning small to mid-sized events.
- Experience sourcing or recruiting volunteers or doing community outreach in Milwaukee or Waukesha Counties.
- Meticulous attention to detail with strong emphasis on thoroughness, accuracy and follow up; the ability to multitask/organize.
- Ability to manage multiple shifting projects and tasks simultaneously.
- Team player who can work independently while simultaneously meeting deadlines.
- Flexibility to adapt, positive attitude towards change, and a constructive and creative approach to problem solving.
- Commitment to Eras Senior Network's mission and values.
- Problem-solving, passion to exceed client, volunteer, and organization expectations.
- Proficient in basic computer applications including Outlook, Word, Excel, PowerPoint.

Preferred Education or Experience

- Experience with volunteer recruitment or sales.

Compensation & Benefits

This position will be based out of our West Allis, WI office space, but will require frequent travel throughout Milwaukee and Waukesha Counties. This position is part time at \$20/hour for 30-34 hours per week. Occasional evening or weekend hours are possible. Benefits include paid sick days, accrual of PTO, paid holidays, paid life insurance and long-term disability. We offer health insurance (organization pays a consolidated rate for a single premium, with family available with employee paying the additional premium), and employee-paid short-term disability, dental and vision insurance. The position also offers ample training and exposure to non-profit operations for professionals of all experience levels. **Access to reliable transportation is required as is liability insurance and a valid drivers license. Mileage costs are reimbursed at a standard rate.**

To apply, please email a resume and cover letter to gabby.huff@eras.org.

*The physical demands and work environment characteristics described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.