



Position Announcement
Volunteer Coordinator

Inner-City Arts is a multi-disciplinary arts campus located in the heart of downtown Los Angeles, serving over 10,000 children, youth, teachers and families a year during the school day, after school and on weekends. We believe the arts are the cornerstone of a high-quality education that levels the learning field across socioeconomic boundaries.

Inner-City Arts is seeking an experienced Volunteer Coordinator to join the Inner-City Arts Team. This individual would be responsible for the development and implementation of a comprehensive, robust volunteer program that provides meaningful experiences for the volunteers, while making material contributions to helping the staff accomplish their objectives. Possessing extraordinary relationship building skills, we see this role acting as an agent and advisor for all of our potential partnerships. Reporting to administration and working collaboratively with program and professional development staff, members of the development team, and the Inner-City Arts community, this person shall have strong interpersonal skills, keen attention to detail, a positive outlook, and an interest in education and the arts.

Responsibilities:

- Design and develop a comprehensive and robust volunteer program for Inner-City Arts offering a wide range of volunteer opportunities within the organization
- Recruit, orient and train volunteers with special emphasis on engaging volunteers that reflect student demographics and/or those that have the potential to be converted to donors and advocates
- Host and attend recruiting events to attract qualified candidates and work with marketing and public relations and professional associations to publicize opportunities for volunteers
- Develop and maintain relationships with other volunteer organizations and represent Inner-City Arts to our constituents and external partners
- Work with staff and community partners to develop appropriate volunteer projects and initiatives that will have a direct impact on the young people and the organization
- Develop and manage volunteer policies, procedures, and standards of volunteer service
- Match volunteers with experiences that reflect their individual interests, skills and knowledge
- Create a database to store vital volunteer information, including skills sets, work preferences, and areas of interest so that volunteers can be readily identified when help is needed for specialized projects and tasks
- Recommend the most efficient use of volunteers, appropriate volunteer/supervisory mix, and future workforce needs to support volunteer program operations
- Maintain volunteer service descriptions for each volunteer assignment
- Evaluate all aspects of volunteer programs to ensure effectiveness and to recommend/implement changes as appropriate
- Maintain accurate records and provide timely statistical and activity reports on volunteer participation
- Work proactively with staff to provide accurate information and assistance to the volunteer
- Ensure volunteers are staffed and supported in the various areas of operations, programs, special events, development and marketing/communications

- Schedule all volunteer activity, provide ongoing support, development and guidance and act as a single point of contact and resource for volunteers
- Create and distribute various communications and publications highlighting volunteer activity and opportunities
- Assist development team in acquiring funding of volunteer related events, as necessary
- Organize and participate in volunteer recognition programs and special events
- Create an incentive program for volunteers that celebrate and recognize their involvement
- Handle telephone, voicemail, written, and e-mail inquiries for information regarding volunteer opportunities
- Handle any tasks or activities as defined by supervisor or CEO as needed.

Qualifications:

- Previous volunteer management experience required
- Knowledge of management principles and evaluation techniques related to programs that involve a cadre of volunteers
- Bachelor's degree required, master's preferred
- Exceptional organizational, communication and project management skills
- Knowledge of and prior experience working in the non-profit landscape
- Demonstrated superior writing skills
- Knowledge of marketing concepts a plus
- Advanced computer skills in Microsoft Office products: Photoshop a plus, PC and Mac literate
- Experience working with social media applications (e.g., Facebook, Twitter).
- Self-starter with the ability to multi-task and to work both independently and with specific direction
- Ability to work well in a collaborative and team-focused environment.

HOURS: Full-time position/40 hours per week including evenings, early mornings or weekend hours.

LOCATION: Inner-City Arts is located in the downtown Los Angeles Warehouse District, adjacent to the Produce Mart and Skid Row.

SALARY: Commensurate with education and experience.

TO APPLY: Mail/Fax/ Email resume and cover letter to: Human Resources, Inner-City Arts Attn: Volunteer Coordinator, 720 Kohler Street, Los Angeles, CA 90021; Fax: 213-627-6469; Email aubrey@inner-cityarts.org. **No calls please.**