



Position Title: Volunteer & Retail Coordinator (Part-Time)

Position Summary: The Volunteer Coordinator will lead and manage the volunteer program, including recruitment, onboarding, database management, communications, supervision, recognition and retention. They will also provide support and direction for current and prospective volunteers. Through continuously assessing and identifying needs, this position will ensure volunteers are well matched into meaningful roles that help support the mission and day-to-day needs of Cat Care Society.

Salary: \$24-26/hr

Reports To: Director of Philanthropy

About CCS: Cat Care Society is a limited-admission non-profit cat shelter located in Lakewood, Colo., that was founded in 1981. Throughout our 40-plus year history, we've worked to provide adoption services and life-saving medical treatment to cats in need in Colorado while providing community engagement to people who love cats. Our unique and free-roaming approach views all cats as worthy; none are too old or ill to be valued, loved and treated with dignity.

Role Responsibilities:

Volunteer Management

- Responsible for the recruitment, management and engagement of Cat Care Society's volunteer program
- Responsible for the documentation of the volunteer program, including position descriptions, onboarding, orientation and standard operating procedures.
- Coordinate volunteer orientation and training programs to ensure volunteers are equipped with the necessary skills and knowledge
- Oversee all court-mandated community service volunteers
- Work closely with organizational leadership and department managers to update and create volunteer positions that reflect the needs of the organization
- Maintain volunteer database (Volgistics) reporting systems to support volunteer recruitment, placement, hours and performance tracking, records and recognition
- Provide ongoing support and supervision to volunteers, including regular check-ins and performance evaluations

- Lead volunteer recognition efforts during Volunteer Appreciation Week and similar events and opportunities
- Develop and implement strategies to recognize and appreciate volunteers for their contributions
- Serve as the main point of contact for all volunteers

Meow Mart

- Manage all aspects of on-site store, including budget, inventory, order for re-stocking (3rd party vendors), ensuring items are displayed in a clean and organized fashion
- Train front desk staff in customer service and processes for checking out donors/customers via Square and/or website
- Process online orders, prepare gift bags and receipts, communicate with donor/customer for pick-up or delivery
- Prepare financial reports upon request

Internal Collaborations

- Collaborate with the Marcomm department to promote volunteer opportunities and recognition, and Meow Mart, to external communities – i.e. marketing materials, flyers, signage, social media, advertising, etc.
- Work with shelter managers to ensure volunteer needs are fulfilled and coordinate training as needed
- Provide timely updates on volunteer needs to staff and leadership as needed
- Interact with Bookkeeper to keep track of budget, invoices, etc.

General

- Represent Cat Care Society positively, with enthusiasm and professionalism
- Ability to work in a team environment while operating independently with minimal supervision
- Act as a role model for employees and volunteers
- Follow all policies, procedures and protocols
- Other duties as assigned

Qualifications:

- Passionate about the vision and mission of Cat Care Society
- Minimum of 2-4 years' experience in volunteer management
- Valid drivers license and reliable transportation required

Education & Experience:

- Bachelor's degree or a 2-year degree with a minimum of 4 years related work experience
- Animal shelter, animal welfare, animal handling – not required, but a plus

Schedule

- Part-time (up to 30 hours a week)

- Varies based on event schedule, must be able to work evenings and weekends as needed

Benefits & Perks:

- Medical, dental and vision insurance and 401k available to regular, full-time employees
- Paid time off and paid sick leave
- Employee Assistance Program (EAP)
- Professional development assistance
- Employee discount at Meow Mart
- At-cost pricing on select veterinary services for your own pets
- Discounts on Royal Canin and/or Hill's food for your own pets

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each key responsibility satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Notes:

- Bilingual staff members receive \$1 more per hour than the listed range
- We value diverse experiences, perspectives and abilities, and therefore we highly encourage individuals of all backgrounds to apply.

To Apply: Please send cover letter and resume to Kellie Johnson at kjohnson@catcaresociety.org