



Volunteer and Communications Coordinator Job Description

Job Type: Full Time, Exempt
Status: Open; Accepting Applications 9/5/19-9/20/19

Hours: 40/week

Salary: negotiable

Organization Summary:

Gilda's Club Twin Cities (GCTC) provides social and emotional support and education to people with cancer and their loved ones. Through professionally led support groups, informational workshops, nutrition and mind/body classes, people learn vital skills to improve the quality of their lives. All programs are provided free of charge.

Position Summary:

Gilda's Club is looking for a highly organized, detail-oriented and caring individual for our Volunteer and Communications Coordinator Position. This position coordinates all aspects of our volunteer program engaging 350+ volunteers annually, and will creatively coordinate outbound communications to multiple audiences including digital newsletters, website posts, program marketing flyers, and social media.

Primary Responsibilities:

Volunteer Duties:

- Develop, promote and maintain a wide range of volunteer opportunities within the organization (including individual and group volunteer options)
- Conduct and/or arrange for volunteer orientation and training
- Develop and manage volunteer policies, procedures, standards of service and tracking of volunteer hours
- Assess volunteer feedback through activity-based and annual surveys
- Evaluate volunteer performance and provide constructive feedback and retraining as needed
- Organize and participate in volunteer recognition programs and special events
- Maintain accurate records and provide timely statistical and activity reports on volunteer program
- Serve as Gilda's Club Twin Cities' liaison to external volunteer organizations (e.g. Corporate Volunteerism Council, HandsOn Twin Cities, MAVA and others)
- Staff outreach kiosks, promotional events, community events as needed.
- Manage volunteer communication schedule and produce monthly volunteer newsletter.

Communications Duties:

- Create and support the creation of written and visual materials, including email and direct mail newsletters, program calendar, program flyers, website content, emails, online surveys, and social media
- Plan, coordinate, write, and edit the publication of various monthly e-newsletters
- Create new program flyers for all classes and activities, as well as the quarterly program calendar in coordination with the program team
- Manage GCTC social media pages
- Provide support to staff communication needs and proactively warehouse potential content for GCTC blog and other external communications, including collecting member stories, testimonials and photos
- Develop digital templates for regular newsletters, flyers, and other needs
- Ensure the consistent usage and adherence to the GCTC brand standards in all communications and marketing materials

Administrative Duties:

- Provide general office administrative support (answering phones, general correspondence, greeting guests as they enter the clubhouse, etc)
- Other duties as assigned

Education / Experience:

- 1-2 years of volunteer coordinator experience in non-profit environment preferred
- Ability to work with volunteers at various skill levels and provide constructive feedback
- Excellent organizational skills and ability to meet deadlines
- Demonstrated ability to handle multiple projects and details simultaneously
- Creative problem solver
- Highly collaborative style and ability to multi-task and prioritize assignments
- Able to work with little supervision, self- motivated and communicate clearly in a courteous and professional manner
- Excellent oral and written communications skills, with a strong attention to detail
- Highly proficient in Microsoft Office suite, Office 365, Publisher, etc
- Experience with social media platforms (Facebook, Linked-In, Instagram, Twitter), email marketing software (Constant Contact, Mail Chimp, etc.) and Wordpress websites
- Excellent people skills – looking for an empathetic individual who is able to be a warm and welcoming representative on the phone and in person for individuals impacted by cancer reaching out for support
- Ability to work a regular schedule, including one evening per week, and to work occasional evenings and/or weekends.
- Ability to travel within the metro area

Preferred qualifications:

- Bachelor's Degree in Communications, Marketing, Journalism, or related field, or equivalent experience.
- Experience with front line, patient-focused customer service in a healthcare environment
- Nonprofit communications experience, creating communications for a variety of internal stakeholders to different audiences
- Backgrounds in social work will be considered if some other qualifications are not fully met
- Experience using CRM systems in a nonprofit setting for tracking constituents,
- High level of proficiency with the Adobe Creative Suite (InDesign, Photoshop, etc)
- Project Management experience is a plus
- Bilingual skills an asset – especially Spanish and Hmong

Other Requirements:

Must be able to successfully complete a consumer credit /criminal background check as well as any other suggested testing relevant to this position. Must be able to lift and/or move items of 20lbs or less frequently, and occasionally stoop, kneel, or crouch. Access to personal transportation on a regular basis for business travel, valid driver's license, and proof of insurance required.

Additional Information:

This job description is to provide a representative summary of the major duties and responsibilities as GCTC currently sees them. These may be modified as required by changes in GCTC structure or personnel.

Gilda's Club Twin Cities is a warm and welcoming work environment, with a small team that works collaboratively to ensure no one faces cancer alone. The dynamic office environment has flexible work hours, a generous benefits package including paid time off for holidays, vacation and sick time, medical & dental insurance, life insurance, and a health FSA. Staff are given occasional time to participate in program activities including yoga, nutrition and exercise classes, expressive arts classes, and more. Gilda's Club Twin Cities is an equal opportunity employer and values all backgrounds and experiences.

To apply, please send resume with salary requirements to jobs@gildasclubtwincities.org