Our mission – ISU Extension and Outreach builds partnerships and provides research-based learning opportunities to improve the quality of life in Iowa.

**Volunteer Coordinator**

**Position:** Program Assistant – Volunteer Support  
**Primary Location:** Black Hawk County  
**Employer:** Iowa State University Extension and Outreach – Black Hawk County  
**Status:** .5 Full Time Equivalency, hourly  
**Reports to:** Shelly Smith, Executive Director

**Position Description:**  
The Volunteer Coordinator implements the Service Enterprise model and action plan in support of all program areas of Black Hawk County Extension and Outreach. This individual will be creative, organized and a strong judge of character. The Volunteer Coordinator will establish relationships with community partners and individual volunteers that results in significant growth of our current volunteer base, throughout the diverse communities of the County. This individual will be responsible for actively engaging and advocating for new volunteers from all markets, including underrepresented groups in Extension.

A. General Responsibilities and Job Overview

1. Develop community outreach plan to recruit volunteers  
2. Develop volunteer position descriptions  
3. Create volunteer program materials (policies and procedures, applications, orientation handbooks)  
4. Maintain volunteer database management system  
5. Perform required background checks, as required by ISU Extension and Outreach  
6. Screen volunteers’ applications to identify skill sets and interests  
7. Match volunteers to organizational needs and opportunities  
8. Train and orient new volunteers  
9. Schedule and supervise volunteers  
10. Recognize volunteers  
11. Track volunteer statistics  
12. Assure adherence to risk management policies and procedures  
13. Perform program evaluation  
14. Become familiar with all areas of extension work and volunteer needs  
15. Maintain confidentiality on all extension business.  
16. Other duties as determined in conjunction with the County Extension Council to meet the mission of Black Hawk County Extension and Outreach and Iowa State University Extension and Outreach.

B. Required Skills

1. Ability to communicate clearly and precisely orally and in writing.  
2. Ability to plan, organize and complete all job assignments in a timely and efficient manner.  
3. Ability to manage several projects and a variety of timelines and deadlines concurrently.
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4. Ability to establish and maintain excellent relationships with the public, community groups, businesses and organizations.
5. Ability to use creativity, independent judgment and self-motivation to formulate innovative ideas and approaches related to volunteer management.
6. Ability to present materials and information in good report form, complete forms and perform required record keeping; with minimum supervision.
7. Ability to function independently or as a member of a team to plan, organize and implement activities of Extension.
8. Ability to work with diverse populations from a broad variety of social, economic, racial, ethnic, cultural and educational backgrounds.
9. Familiarity with diverse technologies and software and proficient with office equipment such as computers, printers, scanners, projectors, copiers, etc.

C. Personal Attributes

1. Skilled in customer relations and is a team player.
2. Uses good judgment in determining best ways to assist clients.
3. Has excellent attention to detail.
4. Adheres to ISU Extension and Outreach program policies.

D. Minimum Qualifications

1. High school diploma or equivalent required. College credit or degree preferred. Prior volunteer management and leadership experience preferred.
2. Valid driver’s license and access to reliable transportation required (mileage is reimbursable).

E. Position Benefits

1. County paid position with paid time off, health insurance, dental, vision, life and paid holidays per the personnel policy.
2. Competitive wages, IPERS eligible.
3. Opportunity for personal growth and career development in a dynamic, positive, education environment.

F. Physical Requirements

Mobility to accomplish position requirements. Unimpeded or corrected vision and hearing for general office work and interpersonal interactions. Ability to meet physical requirements of the position, including lifting/moving at least 35 pounds, use of office equipment, ability to work indoors and/or outdoors, sitting, walking and/or standing for two or more hours for programs and meetings. The ability to climb and stand on a four-foot ladder.

G. Other
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1. This is a 20-40 hour per week position with flexibility to include weekends, nights, mornings and other non-school time.
2. Employment pending approval of child protection screening process (including background check and driver record check).