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## EMPLOYMENT OPPORTUNITY

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### Tour and Volunteer Coordinator

Safety Center Incorporated is a non-profit organization founded in 1934 whose mission is to reduce injuries and save lives by empowering our community to make positive life changing decisions. We accomplish this mission by promoting lifelong safety and health through a variety of community and professional programs.

Safety Center has a part time employment opportunity for a Tour and Volunteer Coordinator. The Tour and Volunteer Coordinator is an essential member of the Safetyville USA program team.

#### **Goals and Objectives of the Position:**

- Demonstrate commitment to Safetyville's mission of instilling safety values in children
- Create positive experiences by connecting clients with appropriate programs
- Collaborate with department staff on innovative events and in the delivery of effective safety education

#### **Specific Responsibilities of the Position:**

Under the direction of and in collaboration with the Assistant Vice President of Community Programs:

- Administration- Assist in preparing program budgets and goals. Maintain accurate records on tour participation. Assist in the coordination of Bike Nights, including outreach to other groups in the biking community to provide education and resources to promote family bike safety in our community. Assist with events by working with volunteers and set-up and tear down. Conduct tours of Safetyville as required, as first backup. Keep inventory on program equipment and facilitate equipment maintenance, including cleaning. Maintain volunteer files. Develop and maintain database of volunteers. Schedule and confirm tours and make follow-up calls. Coordinate volunteer events and projects. Prepare and distribute tour collateral and dental bags.
- Volunteers- Recruit, train, schedule and oversee volunteer staff and provide direction, coordination, and consultation for all volunteer functions including events and tour guides. Train volunteers on standards of service, monitor work activities and review tour evaluations to ensure that programs achieve effective learning outcomes. Solicit suggestions to engage volunteers on improving tour curriculum. Provide constructive feedback and recognition to create positive volunteer experiences. Keep volunteer bulletin board updated. Identify potential volunteers for future opportunities.
- Sales and Marketing- Speak at service club meetings and other organizations to engage the community in volunteering, supporting, and making donations to Safetyville children's safety/education programs. Participate in event planning meetings; program marketing and press events. Develop relationships with other volunteer organizations. Interface with community. Attend school district functions as required.
- Customer Service- Provide timely information in response to phone, mail, and e-mail inquiries about Safetyville programs and ensure positive customer experiences. Create a positive, professional relationship with supporters, customers, vendors, and others involved in Safetyville programs and build long-term client loyalty.

Other duties as required to meet the needs of our clients, our employees and Safety Center as a whole.

#### **Desired Skills and Experience:**

- Nonprofit experience
- Volunteer management
- Event coordination