

COVERD

GREATER CINCINNATI

Volunteer and Support Coordinator

Full-Time: 40 hours a week

Reports to: Director of Community Engagement

Compensation: \$23/hr ; non-exempt

Location: Cincinnati, OH (1400 State Ave. 45204)

Start Day: Flexible, by 1/9/24 preferred

Education Requirements: High School Diploma. College degree preferred (Associates or higher).

About: COVERD Greater Cincinnati runs the programs Sweet Cheeks Diaper Bank, Tidal Babe Period Bank, and Fly & Dry Basic Needs Bank. Through 50 partner social service agencies, the programs provide free diapers and period supplies to low-income families while raising awareness of the basic health need for these items. Our mission is to promote dignity and health for people in need by increasing awareness of the need for, and access to, essential hygiene products. We were started in October of 2015 and have been experiencing rapid growth and success since then.

Essential Duties

The Volunteer & Support Coordinator is a critical role for the organization, providing consistent administrative support to all staff and helping manage the thousands of volunteers we welcome each year.

Office Management (25%)

- Greet all visitors and ensure they are properly signed in/out
- Field phone calls and return voicemails.
- Respond to general emails and schedule some appointments for staff.
- Accept deliveries during business hours (Tues-Thurs, 9am-3pm).
- Organize incoming and outgoing mail; take things to the post office.
- Purchase office and other business supplies as needed.
- Other office support duties as needed.

Volunteer & Program Coordination (50%)

- Lead 1-5 volunteer groups per week and up to one evening and one weekend volunteer group per month.
- Reply to volunteer inquiries and book groups using our volunteer scheduling system.
- Assist Director of Community Engagement with off-site mobile wrapping events, as needed.
- Manage community diaper drives by answering questions, providing information or documents, scheduling deliveries of donated products, and sending thank you notes. Help pick-up as needed.
- Enter product donations using our inventory management system.

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- Assist with filling and distributing monthly partner agency orders as needed.
- Organize inventory in the warehouse using pallet jacks and a forklift.
- Help unload inventory on delivery days.

Marketing/Communications/Data Entry (25%)

- Manage social media accounts (Facebook, Instagram, LinkedIn) and use Meta Business Suite to post regularly to all our channels for all brands/programs.
- Build our community of support through interacting with comments, other accounts, and messages in our social media accounts online.
- Create content in Canva or other design programs for use in our marketing efforts.
- Assist the Director of Community Engagement with volunteer data entry and reports.
- Work in our CRM database to accurately enter information related to all aspects of our organization.
- Assist with addressing envelopes and writing thank you notes and other mailing tasks.

Skills & Experience Needed:

- Minimum 1-2 years working in a non-profit setting, preferably as administrative assistant, office manager, volunteer coordinator, educator, social media coordinator, or other qualifying position (preferred but not required).
- Excellent public speaking skills and ability to lead a group of 20 or more volunteers, give tours, and provide clear instructions on how to wrap diapers, pack period kits, and other volunteer duties as needed.
- Proven ability to multi-task and manage multiple projects and priorities in deadline-intensive situations
- Comfort working in a fast-paced environment
- Minimum 1 year experience with data entry/Microsoft products/Google Drive preferred
- Proficiency in social media platforms preferred (Facebook, Instagram, LinkedIn, and Meta Business Suite)
- Experience creating content in Canva preferred
- Extreme attention to detail
- Excellent written and verbal communication skills
- Excellent customer service skills
- Willingness to learn new systems and processes
- The ability to handle conflict, confrontation, and uncomfortable situations head-on and with grace
- Should be able to lift, carry, push, and pull up to 40 pounds and stand or walk for extended periods of time
- Willingness to operate a pallet jack & forklift (we will pay for your training and certification—don't let this discourage you from applying!)

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- Willingness to assist in mobile events and drive a box truck, as needed.
- Ability to flourish in a creative team environment as well as operate independently
- Willingness to talk to community members about our mission
- Ability to demonstrate and uphold our core values (Integrity, Intentionality, Insight, and Innovation)
- Access to reliable transportation and a current driver's license

Schedule:

- Our Volunteer & Support Coordinator will need to be in the office Tuesday, Wednesday, and Thursday from 9am-3pm (18 hours per week).
- Other 22 hours may be worked remotely (at Manager's discretion).
- Full-time employees have the potential to have a 4-day work week if all tasks are completed (at Manager's discretion).
- Must be available for at least one evening and one weekend shift per month.
- Additional evening and weekend hours will occasionally be required to assist with large events.

Benefits: This position is an opportunity to join a quickly-growing nonprofit in Cincinnati's Lower Price Hill community! Benefits include:

- Up to 22 hours remote work
- 403(b) retirement plan
- Universal Benefits account funded by employer
- Up to 120 hours PTO; 16 hours floating holiday; 40 hours of sick time each year
- 8 paid company holidays
- Paid leave the week of July 4th and the week of December 25th through January 1st
- Paid parental leave
- Dog-friendly office

Questions? Contact Megan Fischer: megan@sweetcheeksdiaperbank.org

To Apply: Email your resume, cover letter, and three (3) references to info@sweetcheeksdiaperbank.org

COVERD Greater Cincinnati does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and clients.