

Job Description



Job Title: Administrative Assistant & Volunteer Coordinator

Reports To: Executive Director

Salary: \$12 per hour

Hours: 30/Week

Summary: Hill Country SPCA is seeking to fill this hybrid position, which supports the work of the Executive Director and Shelter Manager. The ideal candidate should be an organized, energetic, people person. You will design, implement, and strategically sustain a volunteer program that meets the needs of animals, the staff and community that we serve, as well as assisting in day-to-day office duties. This role does require handling all types of shelter animals to guide volunteers in best practices for handling Hill Country SPCA's animals.

Duties and Responsibilities:

Administrative Assistant

- To perform this job successfully, an individual should have Strong computer literacy, specifically in Office 365 applications. With the ability to learn additional data management software.
- Provide support by coordinating, facilitating, recording, and communicating individual, group, and companywide activities. Provides back up support for the Executive Director and Shelter Manager.
- Answers phones, forwards accurate and detailed messages, facilitates conference calls and, as appropriate, disseminates general information to callers. When requested, checks voicemail boxes on a regular basis and advises recipients of calls or directs calls to the appropriate area.
- Greets visitors, responds to general questions, and directs callers to proper location.
- Assist with coordinating meetings internally and externally.
- Managing donor database, and mailing donor acknowledgements, and condolence letters
- Assist with various projects, such as general mailings, taking meeting notes, and preparing for shelter events.
- Ability to effectively handle multiple assignments in a dynamic environment, supporting several staff members.
- As requested, types, and edits various documents such as correspondence, interoffice memos, reports, charts, and tables.
- Ability to write reports, business correspondence, and procedures. Editing experience is preferred.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form
- Perform other duties as assigned

Volunteer Coordinator

- Develop a more structured volunteer program
- Ensure appropriate training and placement of all volunteers by developing policies, procedures, and standards for all volunteers and volunteer opportunities.
- Actively recruit volunteers
- Properly onboard volunteers in our online system and maintain the online volunteer database and all records.
- Lead bimonthly volunteer orientations, and/or manage the publishing of online orientations and flow of

onboarding post-online training.

- Increase staff capacity by identifying activities that can be delegated to volunteers.
- Ensure volunteer activities are closely aligned with the needs of HCSPCA staff and animals and ensure appropriate integration and training of volunteers with staff activities.
- Oversee volunteer activities for events both offsite and at shelter location.
- Recruit volunteers for specific projects and programs.
- Ensure volunteer hours are properly logged.
- Evaluate volunteer activity to find areas of improvement and waste by documenting and measuring activities in each functional area; monitoring and reporting relevant metrics including number of volunteers in each area, number of hours served, number of animals adopted or treated; and soliciting feedback from program managers to find additional opportunities.
- Assisting in Humane Education activities
- Provide excellent customer service and support to ensure volunteers feel welcome, recognized, and valued.
- Serve as first-line support should a volunteer issue arise, and work to increase understanding and resolve any issue in a positive and productive manner.
- Continually educate volunteers on HCSPCA's position and policies on animal welfare-related topics. Maintain clear and consistent communications with volunteers, staff, and community stakeholders, including managing the HCSPCA Volunteer Discord and all volunteer department email and phone communications.
- Compose and design volunteer newsletters.
- Foster an open and welcoming atmosphere that is inclusive and judgement-free for all volunteers, staff, and community members.
- Performing other duties or projects as assigned.

Benefits

- Accrued Vacation Time
- Holiday Pay
- Employee Discount Program
- Health Care Stipend