



Bitter Root Humane Association  
262 Fairgrounds Rd/PO Box 57  
Hamilton, Mt. 59840

Phone: (406) 363-5311  
Fax: (406) 363-7047

## BRHA VOLUNTEER COORDINATOR:

Job Purpose: Volunteer Management

This part-time (25 hours per week) position reports to the BRHA Shelter Director. As Volunteer Coordinator, this position is responsible for directing all BRHA volunteer program activities including recruiting, scheduling, oversight, and recordkeeping. This position requires a passion for animal welfare and proven experience in community relations and will be a strong ambassador for BRHA.

### ESSENTIAL FUNCTIONS

- Working in cooperation with the Shelter Director and Shelter Manager, plans and directs the volunteer program at BRHA, by recruiting, interviewing, scheduling of volunteers for daily volunteer assignments, as well as for special events and public relations events.
- Plans, directs, and organizes orientation and training for new volunteers in accordance with BRHA mission and philosophy to determine the best fit for optimum job satisfaction and fulfillment.
- Matches volunteer personality, experience, and skill with best fitting volunteer positions; understands and can professionally convey not every volunteer may be able to do every volunteer position.
- Coordinates volunteer training & schedule with the Shelter Manager.
- Updates volunteer handbook, job descriptions, and training materials, and maintains documentation related to Volunteers. Keeps abreast of innovative techniques in managing a volunteer program.
- Reviews volunteer performance with Shelter Manager, staff, and event committee chairs, as applicable, to determine ways to maximize program value. Performs exit interviews with volunteers who leave, as appropriate. Reports improvements, challenges, and successes of volunteer program in a monthly report to the Shelter Director and Event Chairs.
- Assists with volunteer/staff support & cooperation.



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- Assist in coordinating off-site adoption events and attending when necessary. This may require flexibility in the work schedule.
- Work with community organizations and businesses to promote BRHA mission and expand volunteer and donor bases. Keeps abreast of innovative techniques in managing both areas of endeavor.
- Prepare volunteer email newsletter at least monthly.
- Other duties as assigned by Shelter Director or Board of Directors.
- Work hours must fall within normal hours of operation for the shelter unless there is an offsite event.
- Must be willing to handle animals and be comfortable in all areas of the shelter.

#### Qualifications:

Mandatory: Experience managing volunteers or a volunteer program. Strong public relations skills and the ability to speak convincingly and persuasively; proficient in the use of Microsoft Office, including Word, Excel, Publisher, and PowerPoint. Familiar with social media including Facebook & Instagram. Valid Montana Driver's License and reliable transportation. Must be able to bend, stoop, stand and walk for extended periods of time and occasionally lift and carry heavy items and animals.

Preferred: Experience in non-profit networking or fundraising. Experience with animal handling and ownership.

Personal Qualities: Should include a strong sense of commitment to the mission of the BRHA, flexibility, multi-tasking in a fast-paced environment, and excellent organizational skills. Must have great listening skills. Must be able to work effectively with all types of people, including Board of Directors, shelter management & staff, volunteers, public officials and employees, customers, donors and potential donors, and other animal welfare organizations.



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