

# LITERACY COALITION OF PALM BEACH COUNTY

**JOB TITLE:** Volunteer and Community Outreach Manager  
**LOCATION:** Boynton Beach  
**CLASSIFICATION:** Full-time, non-exempt, based on a 40-hour workweek  
**REPORTS TO:** Director of Children's Literacy

## **JOB SUMMARY:**

Implements and manages all aspects of volunteer activities within the Literacy Coalition of Palm Beach County organization. Responsible for recruitment, assignment, scheduling and retention of volunteers for specific programs, projects and events. Assists in the marketing and promotion of literacy to the public at large. Plans volunteer recognition and appreciation events and activities. Work schedule is generally within weekdays, 9 a.m. to 5 p.m., with occasional evening and weekend hours.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Expand and maintain volunteer base through outreach to include individuals, service clubs, businesses, corporations, and other community and school-based organizations and groups.
- Assists in the marketing and promotion of literacy to the public at large.
- Work with administrative staff and program managers to assess volunteer needs and expertise as requested for on-going assistance or for a special project or event.
- Develop qualification guidelines for specific volunteer opportunities and provide any training the volunteer needs to perform the service task.
- Match volunteer expertise to program, project or event for placement.
- Assist volunteers in completing all paperwork and screenings required prior to placement or assignment.
- Coordinates the placement and scheduling of volunteers, including those trained for tutoring children in the Building Better Readers After-School program at the Literacy Center and for virtual tutoring.
- Works with Building Better Readers Manager to coordinate books and materials distribution for tutors and students participating in the BBR After-School program.
- Direct adult literacy tutor volunteers to on-line training registration with the Florida Literacy Coalition and assist with placement referral once trained.
- Assist in coordinating volunteer individuals and groups to read essays submitted by students for the Annual Literacy Coalition's Adult Recognition event.
- Creates and maintains on-going communication with volunteers via phone, email, email news blast, newsletters, etc.
- Plans individual or group volunteer appreciation and recognition activities or events.
- Develops and maintains volunteer database including tracking volunteer hours.
- Organizes and analyzes data required to evaluate program effectiveness.
- Completes required reports for program funders.
- Participate in special event planning and events as needed.
- Participates in staff development programs.
- Works with other staff members to form a positive, supportive team atmosphere.
- Ensures confidentiality of privileged information.

- Maintains adherence to all company policies and procedures, including agency safety requirements.
- Must work the days and hours to perform all assigned responsibilities and tasks, and be punctual and timely in meeting all performance requirements, including but not limited to, attendance standards and work deadlines.
- Must maintain courteous, professional and effective working relationships with all employees and clients of the organization.
- Performs any additional duties as deemed appropriate by the CEO or as needed.

### **POSITION RELATIONSHIPS:**

Position requires daily contact with the Literacy Coalition staff as well as frequent contact with the staff of other agencies, businesses and organizations as well as with the public at large.

### **POSITION REQUIREMENTS:**

- Bachelor's Degree
- Excellent organizational and communication skills, including public speaking as well as written presentation skills.
- Proficiency in Microsoft Office suite, Google Workplace, knowledge of or ability to learn volunteer software.
- Effective, active listening skills.
- Demonstrated ability to work as a team leader and collaborate with community resources.
- Position requires extensive travel in the local area. Must have a reliable vehicle, and requires maintaining a valid Florida State drivers' license with a satisfactory driving record and eligibility for coverage under any applicable agency insurance.
- Ability and willingness to participate in ongoing professional development activities in order to keep current on new developments in the field and to enhance skills already maintained.

### **SPECIAL REQUIREMENTS AND PHYSICAL DEMANDS:**

- Requires safely lifting or moving up to 25 lbs. on an occasional basis, for example movement of materials or texts.
- Regular requirement to stand or sit with some walking, bending, stooping, squatting, pushing and pulling.
- Noise level is usually quiet to moderate.

### **EQUIPMENT:**

Telephone, fax, copy machine, computer and scanner.

### **SALARY RANGE:**

Commensurate with experience.

Continued employment is dependent on availability of funding resources.

**NON-DISCRIMINATION STATEMENT:**

The Literacy Coalition does not discriminate against employees or clients on the basis of race, color, religion, sex, pregnancy, sexual orientation, gender identity or expression, national origin, age, disability, veteran's status, marital status, familial status or any other characteristic protected by Federal, State or local law. A non-discrimination clause concerning employment opportunity is incorporated in the Employee Policy and Procedure Manual. The Literacy Coalition will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.

This job description may not be all-inclusive and employees are expected to perform all other duties as assigned and directed by management. Job descriptions will be reviewed periodically as duties and responsibilities change with business necessity. Essential and marginal job functions are subject to modification.