

Volunteer and Administrative Coordinator

Please Read Carefully. Incomplete Applications will not be considered.

OVERVIEW: Founded in 2007, Capitol Hill Village (CHV) is a non-profit organization, with approximately 400 members and 300 volunteers that helps older adults navigate and embrace the opportunities of aging. Through the efforts of volunteers, members, partners, and staff we provide a wide range of services and programs that promote the well-being of all older adults in our community. Founded by older adults for older adults, and based on the concept of neighbors helping neighbors, CHV provides older adults with social, educational, and cultural opportunities, as well as support services performed by CHV's volunteers, vetted vendors and/or professional staff. CHV's vision is older adults thriving in a vibrant, inclusive, and age-friendly community. To that end, CHV has programs and services for members across the spectrum of health, mental acuity and economic means, and actively pursues ethnic and cultural diversity among its staff, board, members and volunteers.

POSITION DESCRIPTION: Capitol Hill Village seeks a full-time Volunteer and Administrative Coordinator to join its staff. This is a position with varied duties and will require both an ability to accept direction and take initiative. The Volunteer and Administrative Coordinator is responsible for the efficient running of the office and programs, providing support, backup, and organizational scheduling and coordination for volunteer services, membership, events, and other operations fundamental to CHV's success. As a front-facing staff member, the Volunteer and Administrative Coordinator will have daily contact with members and volunteers by phone and/or in person and will help set the tone for volunteer and member experience with the organization. This position also assists with program activities such as preparing materials and providing on-site support, including hybrid meeting technology, as required. The Administrative Coordinator will report to the Director of Operations but can expect to work regularly with all other staff members as part of a small, entrepreneurial, and mutually supportive team.

Duties & Responsibilities

Office Support

- Answer phones
- Monitor central email box
- Order supplies and special event materials
- Coordinate with staff to document schedules and rotating responsibilities (e.g., office opener and staff meeting leader)
- Provide event support, from small in-office volunteer gatherings to large-scale fundraising events, including assistance with hybrid meeting technologies
- Assist with documenting protocols and policies
- Conduct accurate and timely data entry and pull reports

Volunteer Program Coordination

- Conduct volunteer outreach, recruitment and retention activities
- Process and maintain volunteer records, including background checks
- Coordinate volunteer orientation and training
- Support program staff in identifying appropriate volunteers
- Help manage group volunteer activities, e.g., Gardening Day and Holiday Cookie Delivery
- Help ensure a positive overall experience for volunteers

Member Support

- Accurately enter and monitor service requests that come in via email, phone or via Helpful Village, including transportation
- Follow up on unmatched service requests
- Process Membership renewal correspondence and payments
- Help troubleshoot member technical difficulties (e.g., signing up for events)

Communications

- Gather items for weekly newsletters, including monitoring the newsletters of other local villages
- Manage communications about programs and services
- Create and send email blasts to support programming, recruitment and fundraising
- Assist with donor acknowledgements and other correspondence
- Assist with mass mailings

Other duties as assigned.

Qualifications

- Associate's Degree or equivalent work experience
- An upbeat, can-do attitude and a lot of patience
- Experience working with or as a volunteer in a service-oriented role
- Demonstrated interest in working with older adults or other vulnerable populations
- Strong organizational skills
- Outstanding attention to detail
- Facility with and ability to quickly learn technology, including web-based programs, social media, phone systems, and basic office software (we use Office 365 and Ring Central)
- Experience with email marketing tools (e.g., Mail Chimp)
- Strong oral and written communication
- Ability to work independently with minimal oversight
- Strong problem-solving skills
- Commitment to CHV Core Values: Excellence, Service, Volunteerism, Inclusivity, Innovation, Respect, Responsiveness, Teamwork, Kindness, and Joy.
- Completion of a criminal background check is required
- Commitment to science-based public health and safety practices

Additional details

This position is full-time with occasional evening and weekend responsibilities. All full-time staff commit to a minimum of three days on site at Capitol Hill Office (may be modified as conditions allow or require). Because we serve a population at high risk of severe outcomes from COVID and Flu, we require up-to-date vaccinations and take other precautions to keep the office safe. The Volunteer and Administrative Coordinator may be required to join other staff members in taking a weekend rotation with the after-hours phone about every 6-8 weeks.

Salary and Benefits

Salary is \$60,000/annually. Benefits package includes health, dental and vision insurance, retirement benefits, generous holidays and Paid Time Off, plus short- and long-term disability insurance.

How to Apply:

Send **cover letter** and **resume** in one PDF document to jobs@capitolhillvillage.org with Administrative Coordinator in the subject line. Title the document using the following format: VAC LASTNAME.pdf. Please submit applications by Monday, March 23. If applying through Linked In or similar platform, please note: *submissions without cover letters will not be considered.*

If you have any questions contact Mary Bloodworth at mbloodworth@capitolhillvillage.org.

Diversity & Equity Statement

Capitol Hill Village began in 2007 as a neighborhood organization aimed at supporting residents of the Hill. Since our inception we continue to be a vibrant and crucial part of the community engaging with people of all ages. We work against stereotypes and seek to re-write the playbook on aging in DC. CHV recognizes that inequity in any form negatively impacts health, financial, and emotional wellbeing for individuals of all ages, but especially older adults, for whom systemic inequalities have impacted many decades of life. We know the policing, education and healthcare systems do not treat all as equals. We are in solidarity with the people and organizations pushing to end racism and are actively making changes necessary to align ourselves to this important work.