

## **Volunteer & Community Engagement Coordinator**

Are you looking for a meaningful position, and do you desire to work for an employer impacting the local community by providing affordable homeownership? If so, we are interested in talking to you and invite you to join in our Mission: Seeking to put God's love into action, Lakeshore Habitat for Humanity brings people together to build homes, community, and Hope.

The Volunteer & Community Engagement Coordinator role is vital to the successful operation of Lakeshore Habitat for Humanity. A successful candidate would be expected to uphold the Values of Lakeshore Habitat for Humanity:

- Seeks God – Models honorable behavior, language, and actions.
- Safety – Maintains an environment free from physical hazards, unsafe actions, and verbal or physical harassment.
- Hospitality – Provides a welcoming, friendly, and gracious environment for customers, donors, staff, and volunteers.
- Stewardship - The careful and responsible management of affiliate resources, donations, and capital.

## **General Description**

This role is highly relational, and the ideal candidate will exemplify excellent collaboration and communication skills with many different volunteers, community partners, and colleagues. This position will represent the ministry in the community by sharing our mission and values. Working under the Development Director and with other staff and volunteers, the Volunteer & Community Engagement Coordinator's responsibilities include recruiting, scheduling, and coordinating workgroups and individual volunteers. This position drives engagement for construction, ReStore, and within the community. The Volunteer & Community Engagement Coordinator helps to fill volunteer roles needed for Lakeshore Habitat for Humanity. This role will identify challenges, problems, and opportunities within the volunteer and community engagement areas. The ideal candidate can successfully assess trends, best practices, and new techniques and suggest and develop processes, programs, and resources to achieve goals. This position will exercise leadership by performing the work of the position in accordance with Christian values and professional standards.

## **Volunteer & Community Engagement Coordinator Primary Duties**

- Schedule all volunteers to ensure proper coverage on the construction site and ReStore.
- Develop internal training that nurtures the Habitat volunteer culture.
- Cultivate relationships with volunteer groups and individual volunteers by being on-site to welcome volunteers regularly.
- Respond daily to inquiries regarding volunteer opportunities from individuals and groups.
- Recruit new volunteers through phone contacts, business calls, and community/civic group interaction.
- Drive community engagement efforts by proactively strategizing and attending community events.
- Orientate and train all volunteers, including devising and updating volunteer policies and procedures.
- Tracking of liability forms, volunteers' hours, safety documentation, and quality assurance
- Maintain and manage volunteer recognition program.

- Work with the ReStore team to support volunteer program development and recruitment.
- Build recruitment plan and retention policies for year-over-year comparison.
- Coordinate build site preparations and serve as lead staff for volunteer-related work.
- Primary contact for community engagement activities and events
- Solicit volunteer and financial support from both volunteers and community partners.
- Develop new relationships to deepen partnerships with Lakeshore Habitat through community engagement activities and volunteer opportunities.

### Required Qualifications

- Skilled communicator – both written and verbal, including formal presentations.
- High level of commitment to the “people” side of the Habitat mission.
- Strategic leader – establishing critical plans and executing them
- Excellent interpersonal, negotiation, and conflict-resolution skills.
- Excellent organizational skills and attention to detail.
- Strong analytical and problem-solving skills.
- Ability to prioritize tasks and to delegate them when appropriate.
- Ability to act with integrity, professionalism, and confidentiality.
- Proficient with Microsoft Office Suite or related software.
- Positive and affirming personality.
- Ability to work weekend and evening hours, as needed.
- Skilled with people leading, helping, supervising, instructing, persuading, mentoring, motivating, communicating, counseling, and negotiating.
- Exceptional sales professional and leader for both internal staff and external partners.
- Highly developed data skills – analysis, reporting, and decision-making.

### Education and Experience:

- Deep personal and business connections in the Habitat Service Area
- Bachelor’s degree or equivalent work experience in volunteer/community engagement.
- Requires a multi-skilled individual who can build long-term community, volunteer, and financial support for Habitat.

Our organization offers a competitive salary to qualified candidates. Please provide your letter of interest and CV/resume to:

Lakeshore Habitat for Humanity  
Attn: Development Director  
12727 Riley Street, Holland, MI 49424

Or email to: [cputnam@lakeshorehabitat.org](mailto:cputnam@lakeshorehabitat.org)