



Volunteer and Membership Coordinator

Job Responsibility:

Under the direct supervision of the Executive Director, the Volunteer and Membership Coordinator (VMC) is responsible for supporting volunteer engagement, membership services, and program operations for the Licking County Community Center (LCCC). This position plays a vital role in advancing LCCC's mission by recruiting, coordinating, and supporting volunteers while helping create a welcoming and engaging environment for members and guests.

The VCM oversees volunteer services, assists with program and event coordination, maintains accurate databases and records, and supports the organization's daily operational needs. This role requires strong communication, organizational, customer service, and relationship-building skills, along with the ability to manage multiple priorities effectively in a fast-paced, community-centered environment.

The VCM is highly organized, detail-oriented, and passionate about community engagement, volunteerism, and providing exceptional support to members, volunteers, staff, and community partners.

Primary Accountabilities:

- Serve as a primary point of contact for volunteers and members, fostering a welcoming, engaging, and supportive environment at LCCC.
- Welcome and assist prospective and new members by providing information, answering questions, conducting facility tours, and supporting quarterly "Discover LCCC" programs.
- Recruit, onboard, train, and schedule volunteers to support programs, meals, events, and daily operations, ensuring adequate coverage for all programs and services.
- Communicate regularly with Lead Volunteers to ensure program effectiveness, volunteer satisfaction, and resolution of concerns or operational needs.
- Coordinate all catering and meal logistics for LCCC Café programming, including vendor communication and event preparation.
- Open and close the LCCC facility on assigned days, ensuring spaces are prepared, secured, and operating smoothly.
- Prepare and process LCCC deposits in accordance with organizational procedures.

- Enter membership and waiver information into the LCCC database and maintain accurate records for health, wellness, and educational programs.
- Prepare monthly interaction and engagement reports.
- Administer the Volunteer Appreciation Program, including volunteer recognition and handwritten thank-you correspondence.
- Support program setup and event preparation with assistance from volunteers and staff.

Secondary Accountabilities:

- Annual campaign execution and tracking
- Maintain organized deposit records for fundraising initiatives, including 50/50 raffles, Barrel of Bourbon, Thrive Gallery, cookbooks, and other special campaigns.
- Coordinate and manage Pathfinder meal logistics and volunteer support.
- Planning and oversight of Music & Picnic events.
- Track and maintain accurate volunteer records, including service hours, participation, and recognition efforts.
- Manage the preparation and distribution of printed monthly schedules for individuals without internet access to ensure inclusive and equitable communication.
- Coordinate communication with program instructors, including technology and iPhone class instructors, regarding upcoming topics, scheduling, and participant needs.
- Develop and maintain reports, charts, and tracking tools that measure program participation, volunteer engagement, membership growth, and overall impact within the 60+ community.
- Create name tags for programs and membership.
- Help ensure the front welcome area operates in a welcoming, organized, and efficient manner by providing excellent customer service to members, volunteers, guests, and community partners.

Required Knowledge, Skills, and Abilities:

- Provide exceptional customer service to members, guests, volunteers, and community partners while representing LCCC professionally and positively.
- Demonstrated attention to detail with strong organizational, follow-through, and reporting skills.
- Ability to work both independently and collaboratively as a proactive and supportive team member.
- Excellent time management and multitasking abilities with the capacity to effectively prioritize competing responsibilities in a fast-paced environment.
- Strong interpersonal and customer service skills with the ability to communicate professionally and compassionately with individuals of diverse backgrounds, personalities, and abilities.
- A genuine passion for serving and supporting adults age 60+ while promoting a welcoming, inclusive, and caring environment throughout the organization.

- Ability to contribute positively to a collaborative team culture while leading by professional example.
- Proficiency in Microsoft Excel and Google Workspace, including advanced spreadsheet and data management skills.
- Strong communication skills with the ability to maintain open, consistent, and professional communication with staff, volunteers, members, instructors, and community partners.
- Demonstrated problem-solving, critical thinking, and decision-making abilities, including the ability to remain calm and effective under pressure.
- Ability to safely lift, move, and transport program supplies and equipment weighing up to 40 pounds.
- Ability to handle confidential and sensitive information with professionalism, discretion, and sound judgment.
- Willingness to complete and maintain annual CPR and AED/defibrillator training certification.

Competencies Expected for the Position:

- Proficient at Google Drive (Sheets, Docs, Forms)
- Attention to detail
- Strong organizational skills
- Adaptability
- Team Player
- Open-Mindedness
- Positivity
- Strong technology skills
- Customer service-oriented
- Problem solver

Days and Hours: The Community Center's hours are 9 am—4 pm, Monday through Friday. The Volunteer and Membership Coordinator will work a maximum of 21 hours per week; if covering an LCCC outreach event or an offsite program, hours should be flexed to remain within a 21-hour workweek. Note that the LCCC may require some flexibility in scheduling.

Interested applicants should send their resume and an introductory email to projects@lickingcountycc.org.