



Volunteer and Membership Coordinator

Job Responsibility:

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

The VMC is responsible for overseeing volunteer services, assisting with program and event coordination, maintaining accurate databases and records, and supporting the organization's daily operational needs. This role requires strong communication, organizational, customer service, and relationship-building skills, as well as the ability to manage multiple priorities effectively in a fast-paced, community-centered environment.

The ideal candidate will be highly organized, detail-oriented, and passionate about community engagement, volunteerism, and providing exceptional support to members, volunteers, staff, and community partners.

Primary Accountabilities:

- Recruit, onboard, train, schedule, and support volunteers for programs and events.
- Maintain communication with Lead Volunteers to ensure program success and volunteer engagement.
- Coordinate LCCC Café meal logistics, catering, and vendor relationships.
- Open and close the facility to ensure readiness, safety, and security.
- Manage administrative functions, including deposits, interaction & statistical reports, and membership database records.
- Assist with program and event setup in collaboration with staff and volunteers.

Days and Hours:

The Community Center operates from 9 AM to 3 PM, Monday through Friday. The Volunteer and Membership Coordinator will work on Monday, Tuesday, and Wednesday, with a maximum of 21 hours per week. If covering an LCCC outreach event or an offsite program, hours may be adjusted to remain within the 21-hour workweek. Please note that the LCCC may require some flexibility in scheduling.

Secondary Accountabilities:

- Welcome prospective and new members through tours, information sharing, and Discover LCCC programs.
- Support annual fundraising campaigns and maintain organized campaign records.
- Assist with program operations, including Pathfinder meals, Music & Picnic events, and other special programs.
- Maintain volunteer records, service hours, and recognition efforts.
- Distribute schedules and communications to members and volunteers without internet access.
- Prepare name tags and support a welcoming, customer-focused front desk experience.

Required Knowledge, Skills, and Abilities:

- Strong customer service and interpersonal skills with a passion for serving adults aged 60+.
- Excellent organizational, time management, and multitasking abilities with strong attention to detail.
- Ability to work independently and collaboratively in a fast-paced environment.
- Effective written and verbal communication skills with staff, volunteers, members, and community partners.
- Proficiency in Google Workspace and Microsoft Excel, including spreadsheet and data management.
- Strong problem-solving, decision-making, and critical-thinking skills.
- Ability to maintain confidentiality and exercise sound judgment.
- Adaptable, positive, and team-oriented with strong technology skills.
- Ability to lift and transport supplies up to 40 pounds.
- Willingness to maintain CPR and AED certification.

Core Competencies:

- Customer Service Excellence
- Volunteer Engagement
- Organization & Attention to Detail
- Communication
- Teamwork
- Technology Proficiency
- Problem Solving
- Positivity & Professionalism
- Mission-Driven Service to Older Adults

Contact:

Interested applicants should send their resume and a brief introductory email to projects@lickingcountyycc.org.