

Volunteer Engagement Coordinator Position Description

Vancouver Botanical Gardens Association (VBGA), joint operating partner of VanDusen Botanical Garden and Bloedel Conservatory with the Vancouver Park Board, is seeking a Volunteer Engagement Coordinator to further our mission to engage people in the importance of biodiversity to our lives, and to foster a lifelong love of plants and gardens.

Role Overview:

Reporting to the Manager, Volunteer Engagement and Operation, the Volunteer Engagement Coordinator furthers our mission by helping to create a meaningful and mission-focused volunteer experience. Working alongside both staff and volunteer leaders to employ best practices in full-cycle volunteer engagement and to provide frontline support to volunteers.

Key Responsibilities:

- Assists with full-cycle volunteer engagement including: ensuring all recruitment and onboarding actions completed, training, ongoing support, and ensuring the delivery of our volunteer recognition strategy;
- Provides exceptional service to volunteers in-person, by phone, and via email;
- Maintains accurate volunteer records and the database and volunteer webpage are updated as required;
- Plans and provides onsite support for events, meetings, and trainings;
- Works alongside both staff and volunteer leaders to support our volunteers;
- Performs additional duties of a similar nature or level as required.

Education and Experience:

- A Bachelor's degree, diploma, or certificate in office administration, event management, project management or volunteer management;
- 2+ years of experience in office administration, event/project management or volunteer management;
- Experience leading a staff and volunteer team with human resources knowledge
- 2+ years of customer service experience.

Personal Characteristics and Skills:

- Highly adaptable, flexible, and able to prioritize as part of a small but fast and nimble team.
- Thinks strategically and is creative in planning and problem-solving.

- Excels in a collaborative work environment, with flexibility and willingness to assist other team members.
- Outstanding customer service skills in person, electronically, and on the phone;
- Strong written and verbal communication skills and comfortable with public speaking;
- Excellent project management, event coordination, and time management skills;
- Ability to prioritize multiple tasks and work accurately under deadlines in a fast-paced environment with many interruptions;
- Computer savvy with intermediate-advanced MS Office skills and experience working with databases, preferable Better Impact.

Working Conditions:

- 21 hours per week Monday to Friday. Occasional evening and weekend work required;
- The incumbent may work both remotely and in a shared office environment;
- The position is primarily non-physical;
- A clear criminal record check (or willingness to obtain prior to start date) and proof of full Covid 19 vaccination are required.

Submit resume and cover letter to:

Elise Hall-Meyer, Manager, Volunteer Engagement and Operations ehallmeyer@vandusen.org by May 22, 2022

Applicants will be considered on a rolling basis. We thank all candidates for their interest, however only those candidates selected for interviews will be contacted.

The VBGA is committed to employment equity and diversity and encourages applications from all qualified candidates, including people of any sexual orientation, gender identity, or gender expression; Indigenous peoples; visible minorities and racialized people; and people with disabilities.