



JOB TITLE / ASSIGNMENT: Volunteer Coordinator
REPORTS TO: Philanthropy Manager
CLASSIFICATION: Full time, Non-Exempt
SALARY: \$23 - \$25 / hour
HOURS: On-site Monday – Friday

ABOUT SOUTH COUNTY OUTREACH:

For more than three decades, South County Outreach (SCO) has been a leader in the fight to end hunger and homelessness in Orange County. We believe that helping people help themselves is the most effective way to build a self-sustaining community. Through the implementation of programs like our homeless prevention program and food pantry, which distributes over one million pounds of food and keeps more than 8,000 people fed each year, SCO continues to do what we do best—housing hope and ending hunger.

POSITION OVERVIEW

Each year, nearly 1,000 community members volunteer their time and skills to support SCO's programs and services. Volunteers are essential to fulfilling SCO's mission and extending its impact throughout the community.

The Volunteer Coordinator plays a critical, highly visible role in supporting this vital workforce. Serving as a key representative of SCO, this position ensures a welcoming, organized, and meaningful experience for prospective and current volunteers. Through effective recruitment, coordination, communication, and support, the Volunteer Coordinator sets the tone for the volunteers' experience and represents SCO to volunteers and community partners.

KEY RESPONSIBILITIES

Volunteer Recruitment & Onboarding

- Recruit volunteers through outreach, events, and online platforms
- Conduct volunteer orientations and assist with onboarding processes
- Match volunteers to appropriate roles based on interests and availability

Communication & Engagement

- Maintain regular communication with volunteers via email or phone
- Share updates, reminders, and organizational information
- Address routine issues, concerns, or conflicts involving volunteers

Recordkeeping & Administration

- Track volunteer hours, attendance, and participation
- Maintain volunteer files and databases accurately
- Prepare basic reports on volunteer activity as requested



Collaboration & Program Support

- Work closely with staff to support volunteer engagement needs
- Assist in implementing volunteer policies and procedures
- Support events or initiatives involving volunteers, including recognition and appreciation efforts
- Provide ongoing guidance and support during volunteer assignments

KNOWLEDGE/SKILLS/ABILITIES

- Alignment with South County Outreach's mission and values.
- Ability to foster a positive, professional image for South County Outreach in the community.
- Strong written and verbal communication skills, with the ability to tailor messaging to diverse audiences.
- Ability to work independently as well as collaboratively within a team.
- Ability to manage multiple tasks and priorities.
- Strong attention to detail.

ORGANIZATIONAL RESPONSIBILITIES

- Meet all requirements for confidentiality of business and client information.
- Maintain knowledge of organizational policies and procedures.
- Attend and participate in relevant staff meetings.
- Participate in staff development activities/trainings as needed to complete job duties.
- Develop/maintain positive, effective working relationships with team members.
- Perform other duties as needed and/or upon request.

COMPUTER AND EQUIPMENT SKILLS

- Possess strong MS Word and Excel programs, internet, email, and database computer skills.
- Uses standard office equipment, including copiers, computers, and phones.

PHYSICAL JOB REQUIREMENTS:

- Sits for extended periods while working at a computer or attending meetings.
- Stands and walks, sometimes for extended periods, including moving up and down stairs.
- Frequent use of hands and fingers for typing, writing, phone use, and handling documents, event materials, or small equipment.
- Ability to read printed and digital materials and use computer screens, email, donor databases (CRM systems), and mobile devices.



- Occasionally required to lift, carry, or move event materials, generally up to 25 pounds.
- Work is primarily performed in an office environment, with occasional exposure to varied conditions during off-site events.

MINIMUM QUALIFICATIONS/EDUCATION AND/OR EXPERIENCE

- High School diploma or equivalent; associate or bachelor's degree in nonprofit management communications, or a related field preferred.
- Experience working with volunteers, customer services, or community programs
- Criminal background check required.
- Current valid California state driver's license, insurance, and vehicle with good driving record.
- Oral and written fluency in English.

TO APPLY:

Please forward a resume to Sheila Teevans, Chief of Staff, at steevans@sco-oc.org and use "Volunteer Coordinator" in the subject line.