Position Description

Title of Position: Partnership Coordinator
Reports to: Program Manager
Full time (37.5 hours a week); Salary Grade 2; Annual Salary $30,225

Summary of Position: Refer volunteers to volunteer positions at local nonprofit organizations. Build ongoing relationships with partner nonprofit organizations. Provide support to volunteers and partner agencies.

Key Duties Include:
- Act as liaison between Greater Cleveland Volunteers and partner agencies and volunteers
- Visit partner agencies on a regular basis, keeping up-to-date information on partner agencies and their current volunteer needs
- Communicate agencies current volunteer needs in written form for promotional efforts
- Distribute and collect volunteer impact data from partner agencies
- Complete Memorandum of Understanding document with agencies
- Maintain necessary paperwork and computer files related to assigned partner agencies and volunteers
- Refer people to appropriate volunteer opportunities and follow up to determine if they started volunteering
- Communicate with volunteers to assure that they are satisfied with their activities
- Attend community events and outreach events to recruit new volunteers for Greater Cleveland Volunteers, as needed
- Be familiar with policies of the national RSVP program
- Utilize online volunteer database
- Prepare reports of activities for supervisor
- Other duties as assigned by Greater Cleveland Volunteers Program Manager or Director

Qualifications:
- Required: Bachelor’s Degree; minimum of two years of experience in customer service or relationship management; excellent verbal and written communication skills; ability to work well with diverse populations; administrative ability and the ability to keep large quantities of information organized; proficiency in Microsoft Office computer programs; valid driver’s license and automobile insurance and access to an automobile during working hours; ability to lift and transport materials to and from events; ability to work some evenings and weekends. Experience using a database.
- Preferred: Familiarity with the Cleveland area and knowledge of nonprofit sector; experience working with volunteers; experience using volunteer management software

To apply, email your cover letter and resume to contact@greaterclevelandvolunteers.org