

Volunteer and Admin Coordinator

Job Title: Administrative/Volunteer Coordinator

Department: Operations

Date: 10/17/2025

Reports to: Director of Finances & Support Services

FLSA Status: Full time, non-exempt

Position Summary

Volunteers are the hands and feet of Love INC, carrying out its mission to mobilize churches and transform lives through relational ministry in the Name of Christ. Love INC of the Black Hills is a volunteer-driven organization, with over 150 regular volunteers and thousands more serving throughout the year.

The Volunteer and Admin Coordinator fills a vital role in stewarding this volunteer movement by overseeing strategic volunteer engagement and key administrative functions. This position is designed to grow and leverage the volunteer program to increase organizational capacity, while ensuring smooth day-to-day operations in the Rapid City office.

Volunteer Coordination Responsibilities (Primary Focus)

Strategic Program Development: Cultivate and expand volunteer opportunities that align with Love INC's transformational ministry goals.

Training & Learning Systems:

- Coordinate existing ongoing in-person volunteer trainings, which are regularly scheduled across ministry areas.
- Support the development and implementation of a Learning Management System (LMS) to ensure consistent training across all sites and capture learning resources for various volunteer roles.
- Work with staff to develop additional training opportunities as needed.

Recruitment & Placement:

- Support staff as they reach out to churches, community groups, and events to recruit volunteers.
- Process applications, conduct follow-ups, and coordinate orientation tours.
- Maintain volunteer records utilizing CRM system (Virtuous Volunteer).
- Match volunteers to ministry areas based on gifts, interests, and availability.

Communication & Support:

- Maintain consistent communication with volunteers through email updates, group messaging, and LMS announcements.

Retention & Appreciation:

- Monitor retention trends and develop strategies to sustain long-term volunteer engagement.
- Organize appreciation events and personalized recognition efforts (e.g., cards, milestones, shout-outs).

Metrics & Impact Reporting:

- Track volunteer hours and engagement.
- Work with staff to prepare reports that demonstrate volunteer impact.

Work Team Coordination:

- Schedule and facilitate external volunteer groups in collaboration with staff.

Spiritual & Relational Engagement:

- Encourage volunteers toward deeper spiritual growth and connection with the mission.
- Foster a culture of prayer, encouragement, and relational ministry.

Administrative Coordinator Responsibilities (Secondary Focus)

Ensure the following responsibilities are accomplished either directly or by delegating to administrative volunteers (preferred), while maintaining quality and consistency across all office functions.

- Oversee front desk and administrative volunteer teams, ensuring coverage and quality service.
- Ensure timely responses and professional communication to phone calls, voicemail and messages.
- Greet and direct clients, donors, and volunteers at the office.
- Manage conference room scheduling, hospitality, and kitchen cleanliness (upstairs).
- Maintain the organizational calendar and communicate key dates and events.
- Handle mail duties including pickup, sorting, and mail merges for events and communications.
- Maintain office and overall consumable supplies, greeting cards, and prayer boxes; ensure stock and distribution.
- Support staff meetings, birthdays, and special events coordination.
- Oversee volunteer kitchen cleanliness and snack stock.
- Assist with occasional office projects such as donor packet production or event prep.

General Expectations

- Ability to lift up to 40 pounds occasionally.
- Able to remain at workstation approximately 80% of the time.
- Support cleanliness and stocking throughout the building during business hours.
- Assist with basic administrative tasks such as mailings, bank deposits, and document editing as needed.

Qualifications

- Strong organizational and interpersonal skills.
- Experience in volunteer coordination, office administration, or nonprofit work preferred.
- Ability to manage multiple tasks and prioritize effectively.
- Proficiency with office software and database systems.
- Alignment with the mission and values of Love INC, including a heart for relational ministry and spiritual transformation.

Education & Work Experience:

- Four years of related education, volunteer or work experience of overseeing or coordinating programs and people

Knowledge and Skills:

- General computer knowledge with familiarity in Microsoft Word, Excel, and Teams; Outlook email and calendar, CRM (Virtuous Volunteer), SMS/Texting communications
- Ability to operate a Teams phone system and copier
- Email Volunteer Newsletter publication
- Ability to work in a fast paced environment with regular distractions
- Ability to encourage and pray with volunteers and others as they are struggling with various life issues

Wage: \$18-21 per hour DOE

To Apply: Please send Resume and Cover Letter including who Jesus is to you and what the local Church is to you to shawn@love-inc.us

DISCLAIMER - The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.