



Volunteer Administrator

Job Description

MedWish International is a nonprofit organization that saves lives and the environment by repurposing surplus medical supplies and equipment, while providing humanitarian aid to individuals and organizations that administer care in developing countries, regardless of religious or political affiliation.

POSITION

Reporting to the Director of Development, the Volunteer Administrator (VA) supports the mission of MedWish through the recruitment, retention, and recognition of volunteers and interns. The VA's position requires an active approach to maximizing MedWish's volunteer program, including but not limited to volunteer cultivation and stewardship efforts. The VA will also assist in the administration of MedWish's Skill Building Program.

CORE RESPONSIBILITIES AND TASKS: *(The following are not designed to contain or be interpreted as an exhaustive list of all duties, or responsibilities required of an employee assigned to this job. Management retains the discretion to add to or change the duties of this position at any time.)*

General Volunteer Administration:

- Manage the online volunteer registration system to schedule, track, and organize all volunteers' information. Work alongside the Director of Operations for scheduling and coordination as needed.
- Maintain a live dashboard of key impact and volunteer metrics.
- Greet volunteers, ensuring all volunteers have the necessary paperwork completed.
- Conduct volunteer orientation and tours to acquaint new volunteers with the mission of MedWish.
- Promote a positive and impactful MedWish volunteer program.
- Maintain Volunteer Program records.
- Maintain organization and cleanliness of volunteer orientation room.

Outreach and Volunteer Cultivation:

- Attend and represent MedWish at volunteer recruitment events.
- Compile and collect information for newsletters, social media, online content, and marketing pieces about MedWish's Volunteer Program.
- Create and implement methods to communicate the MedWish mission to recruit volunteers. This may occur individually or in conjunction with Development Team.
- Answer questions from volunteers via phone, email, or other communication methods within 24-48 hours.
- Develop and foster relationships to retain volunteers, serve as the primary volunteer contact, and create opportunities for increased engagement.

Skill Building:

- Oversee the administration and growth of MedWish's Skill Building Program.

- Collect annual paperwork and documentation needed from partner agencies.
- Investigate and conduct outreach to new potential vocational programs to support the programs continued growth.
- Collect partner feedback and testimonials from the supervisors and participants in the program. Work with the development team to draft these into materials that can be used for marketing, fundraising, and grant documents.
- Working with the Local & Domestic Programs Coordinator, identify measurable metrics that can be used to evaluate the program and collect this data. Maintain and report monthly statistics on the program.

Special Events:

- Plan for, recruit, and coordinate volunteers for special events and fundraisers in conjunction with the development team.
- Conduct orientation sessions for volunteers assisting with special events.
- Plan and execute volunteer events, and volunteer appreciation events.

Internship Program Expansion, Coordination, and Oversight:

- Working with department heads, develop new internship opportunities and expand existing internship roles in conjunction with the needs and opportunities of different teams and departments at MedWish.
- Promote MedWish's internship program.
- Conduct a general orientation for all new interns.
- Manage the administration of internship program to promote vocational and professional development.

General MedWish Responsibilities

- Assist with facility maintenance and cleaning needs as requested.
- Exhibit conduct that reflects MedWish's core values.
- Assist with mission critical projects, including preparation for special events, such as the annual Gala, clerical projects, and inventory audit.
- Responsible to conduct the monthly Safety Audit at least once per year.
- Follow MedWish's health and safety protocols and standards, and promote a safe and productive work environment for all staff, volunteers, and visitors.
- Participating in supply sorting during Saturday Sorts, leading volunteers as needed.

REQUIREMENTS

- High School Diploma or GED required. Associates degree preferred.
- A minimum of three years' experience in an administrative position, preferably in a role coordinating volunteers or programs and/or as a part of a nonprofit staff
- Strong English written and oral communication skills with outgoing and patient demeanor.
- Ability to present information concisely and effectively, both verbally and in writing
- Strong computer skills (Email, Internet research, Microsoft Office programs, and Google apps).
- Excellent people skills and the ability to work with diverse stakeholder populations.
- Flexibility and the ability to work both independently and in collaboration across teams.
- Must pass a background check and drug screen.
- Able to actively problem solve and establish new and efficient best practices.

PHYSICAL REQUIREMENTS

- Must be able to sit, stand, and see on a constant basis
- Must be able to walk, write, and type on a frequent basis
- Must be able to bend, carry, reach, push, and pull on an occasional basis
- Ability to lift at least 40 pounds.
- Ability to work on your feet for an extended amount of time (5-6 hours per day).
- Ability to succeed in a fast-paced, non-traditional work environment.
- Ability to work in diverse climates, both hot and cold.

JOB TYPE: Hourly, Non-Exempt, Part-time

SCHEDULE: Tuesday-Friday, either 8:00am-2:15pm *or* 8:45am-3:00pm | Saturdays (2 per month) from 8:30am-12pm | Additional evening/weekend hours on occasion for special events

To apply, please send your resume and cover letter to kfoster@medwish.org and complete MedWish's [online employment application](#).