

## Volunteer Coordinator Position Description

This is a full-time position funded by Coastal Wildlife Refuge Society and based out of the National Wildlife Refuges Visitor Center on Roanoke Island, near Manteo, North Carolina.

Coastal Wildlife Refuge Society (CWRS) is a 501c(3) non-profit organization established in 1989 to support National Wildlife Refuges in northeastern North Carolina. We partner with the US Fish and Wildlife Service across their [Coastal North Carolina National Wildlife Refuge Complex](#) on Refuge-identified initiatives.

CWRS assists in the recruitment and coordination of Refuge interns and volunteers. Our team operates four gift shops and contributes to Refuge educational programs such as our annual Wings Over Water Wildlife Festival, which generate funds to support critical Refuge needs.

The Volunteer Coordinator works collaboratively with a team of two other CWRS staff persons, each recruited and supervised by Refuge staff with the US Fish and Wildlife Service. Supervision for this position is designated by the Refuge Project Leader. As this position is hired through the Coastal Wildlife Refuge Society, it is NOT a federal position. However, work is performed in a government facility using mostly government equipment.

The schedule is somewhat flexible Monday – Friday 7:30-4:00, with paid federal holidays and accrual of both annual and sick leave at 4 hours each per pay period. There are no other benefits. Starting pay is \$20 or greater per hour, depending on experience, paid biweekly.

The position will primarily work from the National Wildlife Refuges Visitor Center in Manteo; however, managing volunteers at other Visitor Centers and refuges will require trips to those facilities, which include the National Wildlife Refuges (NWR) Visitor Center in Manteo, Pea Island National Wildlife Refuge near Rodanthe, Pocosin Lakes NWR Visitor Center in Columbia, and the Mattamuskeet Visitor Center in Swan Quarter. A work vehicle based in Manteo will be provided. A valid driver's license is required. A background check will be conducted.

This position will provide daily volunteer oversight of 10-20 resident RV volunteers, 10-12 seasonal interns, and 40 or more local volunteers. Duties include:

- Recruiting volunteers through online and in-person avenues. Supporting refuge staff with intern recruitment and selection.
- Providing volunteer onboarding, orientation, and visitor services and light maintenance training
- Developing staffing schedules for multiple Visitor Centers and coordinating volunteer availability for projects and events, including scheduling summer interns
- Tracking volunteer hours, accomplishments, and ensuring consistency with federal volunteer requirements

- Communicating regularly with volunteers, sharing upcoming opportunities and updates, and recognizing volunteer accomplishments
- Coordinating volunteer recognition events at least annually
- Coordinating with other staff to provide training and direction of volunteers supporting biology and maintenance programs and working in gift shops.
- Assuring Visitor Centers and gift shops are maintained as clean and safe environments. Assist in collecting donations and general upkeep when needed. Monitor bunkhouses and RV facilities and coordinate with refuge staff and contractors for needed repairs.
- Collaborating with the CWRS Wings Over Water Coordinator and Visitor Services Specialist, especially during high demand periods, to actively support one another and our volunteer team in key gift shop and educational programming needs
- May need to be available by phone and able to respond in a timely manner on weekends for visitor center issues or after hours for resident volunteer/intern issues.

Successful candidates will have:

- Skill in Microsoft Office Suite (Excel, Word, Outlook)
- Ability to work with multigenerational population.
- Excellent communication and interpersonal skills. Able to address issues as they arise using good conflict resolution.
- Ability to carry boxes weighing up to 30 lbs.