



Volunteer Engagement Assistant

The New York-New Jersey Trail Conference seeks a full-time Volunteer Engagement Assistant to help enhance and grow our volunteer management capabilities. Trail Conference volunteers are essential to the organization's success and this position is vital to supporting our 2,000+ volunteers. Creating and protecting trails is a labor of love and we celebrate our volunteers—their passion, dedication, and leadership make the trails we all love possible.

The Volunteer Engagement Assistant responsibilities span, but are not limited to, recruitment and placement of volunteers, day-to-day data management, identifying and analyzing trends, and workshop facilitation.

Responsibilities

- 1) Volunteer Data Management
 - a) Primary staff member responsible for the tracking and recording of volunteer interests and assignments in database
 - b) Manage volunteer records, the reporting of volunteer results and statistics, and the collection of volunteer accomplishments
 - c) Facilitate the distribution of information relevant to volunteers
 - d) Work with staff and volunteers to ensure the database is kept up to date with accurate trail data
 - e) Development, management and posting/distribution of volunteer forms used by the organization, and those required by government agencies
 - f) Help with adding, editing, and formatting content on the website in support of the volunteer program
 - g) Assist in the annual creation, distribution, and analysis of a Volunteer Satisfaction survey
- 2) Volunteer Support and Recruitment
 - a) Develop and foster relationships with volunteers to ensure they're properly supported, both in and out of the field
 - b) Respond to all volunteer inquiries in a prompt manner
 - c) Management of volunteer@nynjtc.org email communications
 - d) Recruit and screen applicants for volunteer positions; work with volunteer leaders to get new interests placed, document the assignment of volunteers, and follow up on referrals if not placed
 - e) Identify opportunities for recruitment and create recruitment notices for emails, the Trail Walker, website, and other communication vehicles
- 3) Workshop and Event Management and Facilitation
 - a) Facilitate introduction workshops for volunteers on trail maintenance and general onboarding
 - b) Oversee the creation of events on the website, attendee registration and confirmations of course details for participants
 - c) Support the production of training materials and sign-in sheets
 - d) Perform analysis of event attendees to identify trends and recruitment opportunities
- 4) Volunteer Recognition
 - a) Maintain accurate service records and provide timely statistical activity reports on volunteer participation for award distribution
 - b) Support production and distribution of volunteer recognition items
 - c) Help with planning and implementation of the annual Volunteer Appreciation Event
 - d) Identify opportunities for volunteer recognition
- 5) General Support
 - a) Assist and support program staff with a variety of projects and tasks necessary to keep volunteer programs running smoothly

Qualifications

- Passion for the outdoors
- Excellent written and verbal communication skills are essential
- Strong organizational and time management skills and ability to manage multiple projects at once
- Able to effectively interact with people from diverse cultural, socioeconomic, and ethnic backgrounds
- Strong computer skills mandatory; Experience working with CRM and data systems is preferred
- Ability to listen, give, and take feedback and learn
- Experience working with volunteers is preferred
- Experience running trainings and workshops is a plus
- Experience with conservation work skills or related skills is a plus - i.e. trail maintenance, trail construction, habitat restoration, chainsaw, carpentry, landscaping, and gardening
- Must have a valid driver's license and reliable transportation
- Must be able to work evenings and weekends as needed

Supervision and Work Environment

The Volunteer Engagement Assistant reports to the Volunteer Engagement Manager. In addition, they will work strategically with program staff to provide volunteer services to all departments. The Volunteer Engagement Assistant is expected to prioritize their work to meet the day-to-day demands and ongoing assignments. Working with volunteers often takes place after normal work hours, so flexibility to work evenings and weekends is a requirement for the position. The position is located in our Mahwah, NJ headquarters, however work may occur throughout all of the regions we oversee (Northern New Jersey, Hudson Valley, New York City and the Catskills).

Application

To apply, please submit the following items via email attachments (start all attachment filenames with your last name) to jobs@nynjtc.org. Please put as the subject "Volunteer Engagement Assistant". All application materials will be kept confidential.

1. A cover letter addressing why you are interested in this position, what distinguishes you from other applicants, and your interest and involvement in the Trail Conference
2. A resume
3. Contact information for three professional references
4. Your salary requirements or history

Applications missing any of these four items will not be considered. The position is available until filled. Candidate interviews will begin immediately and continue until an offer is made. Check the <https://www.nynjtc.org/job-openings> to determine if the position is filled.