



Providing positive life experiences for players and their families through baseball

Position: Volunteer Coordinator

Reports To: Director of Baseball Operations

FLSA Status:

Non-exempt Salaried Part-Time Flex - 30 Hour Average

Typically, 8 weeks prior to and during ball season full-time (40/45 hrs.), part-time (10-15 hrs.) in off-season.

Mission of the Miracle League of the Triangle: To create positive life experiences for children and adults with special needs and for their families through baseball.

Our Commitment to our Volunteers: The Miracle League of the Triangle provides positive life experiences for all volunteers through a purposeful, focused, and fun environment that will continually support and sustain our mission.

Overview: As a volunteer-driven organization, the Miracle League of the Triangle supports its athletes with special needs with over 4,000 volunteers each year. The Volunteer Coordinator will uphold our mission to our athletes and commitment to our volunteers through excellent stewardship. Primary responsibilities of the Volunteer Coordinator include recruiting, scheduling, tracking, and training volunteers to support multiple locations during 2 baseball seasons each year. Vital to the role is maintaining our volunteer database, development and implementation of recognition and appreciation programs and effective communication (written, verbal and public speaking). Most importantly, must have a true heart for the purpose of our organization – our players.

Essential Job Duties and Responsibilities:

- Demonstrate enthusiasm and compassion with high moral integrity on and off the field.
- Actively recruit coaches, groups, and other volunteers by representing the MLT in the community via multiple avenues including resource fairs, third-party volunteer websites and speaking engagements.
- Communicate effectively with volunteers and others via phone, email, mail, social networking, and/or meetings to establish and strengthen volunteer relations
- Maintain database of all volunteers including coaches, umpires, buddies, groups, deejays, announcers, registration, special events and any other game day volunteers.
- Track volunteer attendance, performance, and background checks, including verifying service hours and providing college/job references.



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- Develop/Implement/Maintain volunteer appreciation, retention and recognition programs and events.
- Develop and use training and assessment tools to ensure consistency and high standards in all locations
- Assist with special events (such as community-resource fairs) to increase awareness of existing and new volunteer programs and to recognize volunteers
- Control fiscal expenses related to volunteer programs and activities within a budget.
- Act as a liaison between volunteers and Director of Baseball Operations
- In coordination with DBO, develop and implement-orientation of volunteers. Provide training to MLT staff on effective volunteer management.
- Work with DBO and MLT staff/board as necessary to establish schedules for any volunteer-staffed activity.
- Assist with organizational administration, vendors, operations, and special events as needed for our overall program goals
- Obtain the ability to assist/fill-in any volunteer positions at the ball field.

Skills/Knowledge Required:

- Bachelor's degree from an accredited College or University a plus, not required
- Minimum 3 years' work experience in non-profit organization, preferably with volunteer programs and activities.
- Microsoft Office and Teams skills a must.
- Strong oral and written communication skills, with ~~good~~ strong public ~~presentation~~ speaking skills
- Must possess a positive attitude with tenacity to keep moving forward under stress with exceptional customer service skills.
- Ability to establish and maintain effective working relationships with MLT staff, Board members, volunteers, community groups and other related agencies.
- Proactive, detail-oriented person who can handle multiple projects at once, maintaining confidentiality and respect.
- Embrace diversity, working as a team player who takes initiative and can work with limited direction.

Physical Requirements/Work Environment:

Volunteer Coordinator will:

- Be working in an area with colleagues close by and many activities going on simultaneously. He or she must be able to function with other employees in the area.



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- Be present at noisy and busy ball fields full of children and adults, working hands-on with MLT staff and volunteers.
- Be expected at times to work evenings and weekends in the execution of duties and projects.
- The Volunteer Coordinator will work 30-45 hours prior to and during the baseball season. During the off-season (June, Nov., Dec.) the VC will report 10 to 15 hours per week.
- Flexibility in schedule required, sometimes working remotely, VC must be self-disciplined and self-motivated.