



Position Title: Done In a Day Volunteer Support Specialist - Volunteer Services

Number of Positions Available: 1

Purpose: Enhance the experience of DIAD (Done in a Day) volunteers at Cleveland Sight Center.

Location: Cleveland Sight Center

Key Responsibilities:

- Assemble information packets, paperwork and materials (both introduction and welcome materials) for upcoming DIAD experiences. Accurately label materials and document when preparation has been completed in Outlook calendar.
- Contact staff members as indicated on DIAD checklists to ensure follow up with thank yous and recognition rituals. Record completed communications in Outlook Calendar.
- Draft messaging for annual collection of In-Kind wish list requests. Organize the collection of data received into an engaging mission related piece that can be distributed at the end of DIAD experiences.
- Develop and categorize a system for DIAD packets and giveaways that corresponds to the various levels of group involvement and project intensity available. Establish and organize various CSC and project related giveaways that can be used to thank DIAD groups. Document developed systems accordingly.
- Assume full responsibility for planning and recruiting two separate DIAD volunteer events.
- Support the development and administration of surveys and corresponding data collection as related to staff and volunteer polling.
- Maintain tidiness of collateral areas throughout the agency.
- Assist with advertising for DIAD volunteer opportunities at Cleveland Sight Center, reposting advertised positions on select websites, distributing volunteer flyers and spreading information about positions via word of mouth to key CSC staff members and partners.
- Support initiatives for volunteer research related to DIAD engagement, appreciation, or strategic planning.
- As needed, assist with supporting the composition of thank you and recognition e-mails, social media posts or articles related to DIAD volunteer opportunities.
- Support thank you phone calls related to CSC Events.
- Other relevant duties as assigned.

Qualifications:

- Understanding of and belief in Cleveland Sight Center Volunteer Services Mission.
- Proficiency in Microsoft Office programs.
- People-oriented with a focus on relationship building.
- Excellent written and verbal communication skills.
- Attention to detail.
- Desire to collaborate. Ability to work autonomously and as a member of a team.
- An aspiration to help and support others.
- Ability to work with and appreciate diverse populations.
- Attention to detail. Strong project management and organization skills.

- Willingness to educate oneself related to volunteer engagement. Ability to learn and understand CSC's volunteer culture, projects and goals.
- Position would be a positive fit for those pursuing careers in nonprofit administration, social work, human resources, coaching or consulting, education, communications or related fields.
- Ability to work effectively in an office environment (including sitting, standing and working on a computer for extended periods of time).
- Successful completion of a background investigation.
- Strict adherence to HIPPA and confidentiality.

Commitment:

- Ongoing: 4-8 hours weekly
- Minimum of 6 month commitment preferred.

Additional Position Information

- Position scheduling flexible to applicant needs within M-F 8:30a-5:00p timeframe.
- November – January will be a high demand season. Scheduling for the position will lighten around the holidays. Alternative days may be scheduled to offset demand during the busy season.
- Position Type: Volunteer/Unpaid

Age Requirement: 18+

Dress Code:

- Business Casual

Training:

- Volunteer Orientation

Volunteer Signature: _____

Supervisor Signature: _____