



House of Blues Music Forward Foundation Volunteer Coordinator

About Us

Music Forward is a national, independent non-profit organization dedicated to accelerating career skills for youth using music as the bridge to success. Focusing on young people ages 12-22 in underserved communities, we set the stage for success by providing workshops that inspire and equip the next generation of music industry leaders with hands-on career exploration. Music Forward is the evolution of the International House of Blues Foundation, which began in 1993.

Learn more at www.hobmusicforward.org.

The Job

The Volunteer Coordinator is responsible for implementing processes that identify, cultivate, secure, screen, train, and retain a sufficient network of professional volunteers that operate nationally, as well as in each Music Forward City. The Coordinator serves as a volunteer liaison, actively managing volunteer communications and connecting volunteers to their local activities. The Coordinator manages an online CRM system, documenting interest, hours, and communications, to ultimately increase volunteer engagement. The Coordinator is exceptionally disciplined and well-organized, as well as customer service oriented, with demonstrated success in volunteer recruitment, project management, and database management and assessment. The Coordinator reports to the Associate Director of Music Industry Partnerships and works closely with the Program team to review and improve volunteer related policies and procedures.

Details

- Drive volunteer communications that recruit and retain volunteers using mass-outreach campaigns, as well as tailored, and direct responses. Integrate communications into other Music Forward outreach efforts, including, but not limited to, the website, social media platforms, newsletters, and events and work with Marketing team to ensure volunteer communications align with the Music Forward brand.
- Screen and match volunteers to appropriate training and roles. Collaborate with Program team members to match volunteers' skills and knowledge to the appropriate activity. Work with Operations to determine appropriate screening activities, procedures, and documents.
- Develop a calendar of volunteer activities. Integrate activities into Music Forward's organizational calendar, collaborating with program team members and other departments to maximize resources and secure volunteer talent in a timely manner. Calendar will include schedules for volunteer program activities, administering surveys to staff and volunteers at the conclusion of programs, and scheduling regular volunteer recognition and event follow up communications.
- Support volunteer activities. Play an active support role in activities related to volunteer recruitment, volunteer training, and volunteer recognition including planning, logistics, confirmations and follow up. Serve as the primary contact for volunteer led programming in locations without a Music Forward staff member. Ensure appropriate surveys are administered and collected from participating staff and volunteers.

- Serve as volunteer liaison. Maintain strong communications with volunteers throughout the volunteer process to ensure details are communicated in a timely manner, training requirements are met and volunteer questions are answered.
- Participate in development of volunteer program budget. Provide input that will guide the annual development of a volunteer program budget and ensure that volunteer activities remain within the allotted budget during the calendar year.
- Master the volunteer database, Salesforce: ensure an accurate volunteer database and registration process is built in Salesforce in order to recruit and register volunteers, track volunteer and intern data including; engagement hours and associated benchmarks, professional roles and affiliations, and types of engagement. Utilize Salesforce for automated volunteer communications and to provide volunteer and intern reports to the organization as needed, provide recommendations for system and procedural improvements.
- Be an active member of our team: take initiative in support of the volunteer program by brainstorming, researching, and recommending updates to achieve outputs and outcomes desired; participate in required staff calls and meetings; support additional duties as assigned

What you bring

- Strong interpersonal and communication skills
- High level of system organization and attention to detail
- Proficient use of Microsoft Word, Excel, PowerPoint and Outlook
- Familiarity with Salesforce preferred
- Proven capacity to work individually and cooperatively as part of a team
- Demonstrated commitment to high professional ethical standards
- High level of comfort working in a diverse, fast-paced environment
- Open to training and learning new skills
- Ability to effectively prioritize tasks and manage time
- Flexibility to work early mornings, evenings and weekends to represent Music Forward at volunteer networking events and to support programs and special events as needed
- College degree or equivalent experience

To apply

- Submit a cover letter, resume, and three references to jobs@hobmusicforward.org

Music Forward is an Equal Opportunity Employer.
This is a full-time, non-exempt position.