



Development and Volunteer Coordinator | Position Description

Start Date: Upon Hire

Education: Bachelor's Degree

Location: Chicago/Woodlawn

Type: Full-Time

Language: English

Salary/Wage: Commensurate with Experience

Overview:

MetroSquash was founded in 2005 as an out-of-school time program for Chicago Public School students. The first MetroSquash class consisted of 10 students in fifth grade, and utilized squash courts and classroom space at the University of Chicago. Each year, a grade level was added to realize a pathway of service from 5th grade through post-secondary completion. In 2015, the organization successfully raised over \$8M to construct a permanent home - the Hussain MetroSquash Center in Woodlawn.

MetroSquash now has 20 full time staff serving over 400 students and their families each year. In 2018, MetroSquash opened its first satellite location in Evanston to serve students just north of Chicago. MetroSquash Evanston currently serves 40 6th-8th graders and utilizes academic and court space at the McGaw YMCA. The program is now exploring plans to build a center in Evanston and expand programming to the West Side of Chicago.

Position Summary:

The Development and Volunteer Coordinator supports the efforts of the entire Development Team including the Chief Executive Officer, Development Manager, and Events & Foundations Coordinator. This position handles all our gift processing and acknowledgment and manages all our social media platforms. This position is also responsible for the coordination of all volunteer and mentoring activities. Volunteers and mentors play a crucial role in delivering top quality services to our students and families.

Key responsibilities:

Gift Processing and Acknowledgment (25%)

- Collect daily donations and evaluate, sort and total all donations made to on a daily basis
- Manage gift analysis and entry procedures and process daily gift batches in a timely and accurate fashion to adhere to MetroSquash's 48-hour turnaround acknowledgment policy
- Add new constituent records to the database as needed, analyze information and populate all appropriate data fields where information is available
- Perform other development duties as designed.

Reporting (10%)

- Manage all data entry systems including Salesforce and Better Impact
- Coordinate and process data analysis and entry projects
- Generate reports as needed for both internal and external stakeholders

Social Media + Communication (25%)

- Maintain and update all MetroSquash social media sites including; Facebook, Twitter, Instagram, LinkedIn, and YouTube
- Coordinate, draft and distribute all Constant Contact communications and website updates
- Engage current followers and attract new ones while tracking and reporting metrics

Volunteer and Mentor Program (40%)

- Manage all aspects of volunteer committees and volunteer coordination, including but not limited to, staffing, recruitment, supervision, training and acknowledgement
- Develop and maintain event and volunteer databases
- Manage all aspects of the Mentor Program including recruitment, matching, and grant reporting

**Qualifications:**

- Bachelor's Degree
- Preferred 1-3 years of post-college work experience
- Strong organizational skills and detail oriented
- Excellent written and verbal communication skills
- Strong interpersonal skills
- Learn complex data entry codes and procedures quickly
- Prioritize data entry projects and review work for accuracy
- Work on multiple tasks with interruptions in an energetic environment
- Work well under pressure with periodic heavy workloads
- Work collaboratively in a team environment
- Have the ability to drive a 12-15 passenger van (for mentor outings)

Hours:

General hours can be 9am-5am, 10am-6pm, or 11am-7pm Monday-Friday. Weekend and evening work is expected depending on development event calendar. Must be willing to adjust schedule when training volunteers/mentors in the late afternoon/early evening. Summer hours are generally Monday-Friday 8am-4pm.

Vacation and Benefits:

20 days paid vacation in the first year, 25 in the second year and 30 in each subsequent year. 12 observed annual holidays. Full health coverage, including dental. Simple IRA plan with 3% company match of salary after 1 year of employment.

How to apply:

Candidates should email their resume and cover letter (addressed to Stephen Bartram, Interim Development Manager) to careers@metrosquash.org. **Please include** 'Development and Volunteer Coordinator' in the subject line of the email.