

RamRide Volunteer Coordinator Job Description | 2021-2022

Job Title: Volunteer Coordinator

Pay Rate: \$13.07/hr.

Openings: 1

Hours: 1 Friday OR Saturday night (7:00pm-4:00am), 8-set office hours per week (M-F during normal business hours between 9am-5pm), Friday from ~11:45am-1:00pm, ~4:00-5:00pm, and some Sundays from 12:00-2:00pm

Must be available for Fall 2021 Staff Training on August 18-20, 2021 from 8am-5pm

Must be available for Spring 2021 Staff Training: Dates TBD (likely occurring during the week of January 10th, 2022)

Hours/Week: Approximately 20

Begin Date: Training will begin July 2021 virtually. The position will be in-person starting August 2021.

Accountable to: RamRide Graduate Assistant and Program Coordinator of Off Campus Life

Application Submission Date: Rolling

Benefits: Student benefit information can be found here: <https://hr.colostate.edu/current-employees/benefits/>

Volunteer Coordinator Position Description:

The Volunteer Coordinator (VC) is responsible for all volunteer-related administrative office tasks. Tasks include coordinating volunteer registration, organizing contracts and documents used by volunteers, and contacting all volunteers to remind them of their volunteer date for Night Operations and Food Operations. The VC will assist during the week with Food Ops trainings and weekly operations as well. All coordinators are also responsible for co-leading one nightly operation each week (Friday or Saturday) in accordance with all RamRide policies and procedures, three weekends a month. During nightly operations, the two coordinators on duty will co-lead volunteer training, assist in checking in all student volunteers, vehicle assignments, and other nightly operation duties. All coordinators will meet with the Graduate Assistant and Program Coordinator bi-weekly to receive feedback on performance during nightly operations and project progress.

Position-Specific Job Duties

- Create group contracts and manage all communication between volunteers
- Ensure groups sign group contracts before their deadline, and maintain those contracts in an organized fashion
- Organize materials and documents utilized by volunteers throughout nightly operations and food operations
- Contact volunteers before their nightly operations weekend or food operations day of participation in RamRide to remind them of their commitment and provide helpful information
- Create and manage volunteer registrations on the RamRide website backend
- Calculate and process weekly student organization payments
- Recruit registered student organizations to volunteer by collaborating with SLICE
- Work a minimum of eight (8) office hours per week
- Serve as backup customer service in the Off-Campus Life office
- Other duties as assigned

All Student Staff Responsibilities:

- Work nightly operations one night per week (Friday, or Saturday), three weekends per month
- Train volunteers on RamRide's policies and procedures during RamRide nightly operations and food operations using provided training presentation, to be evaluated 1-2 times per semester
- Assist in transporting cars to and from Motorpool every Friday, ~11:45am-1:00pm, ~4:00pm-5:00pm, and returning the vehicles to Motorpool on some Sundays, 12:00pm-2:00pm
- All OCL staff are expected to work some evening and weekend commitments (includes Community Welcome – August; Fall Clean-up – November; Housing Fair – February; CSUnity – April)
- General front desk/reception duties, including but not limited to answering phones, keeping stats, greeting/assisting customers, providing information regarding office services and programming, renting in Fort Collins, etc.

- Assist students who visit the Off-Campus Life or RamRide office to ask questions about serving as a RamRide volunteer, sign contracts, submit documentation, etc.
- Working knowledge and application of Party Registration program, RentalSearch, etc.
- Facilitate/present various office programs (Roommate Roundups, etc.) and presentations (Orientations, OCL resources, etc.)
- Help create, plan, implement, and assess OCL large-scale programs
- Be a positive representative of RamRide and Off-Campus Life by following all policies and procedures, and maintaining a professional image while on duty
- Maintain a work area that is professional and conducive to an aesthetically pleasing office environment as well as the work of other members of your department
- Complete student evaluations at the end of each semester
- Present a professional image of RamRide and Off-Campus Life to CSU students, faculty, staff and Fort Collins community members
- Be a responsible steward of the RamRide and Off-Campus Life student fee
- Follow all Colorado State University policies, including, but not limited to, the Student Code of Conduct

Minimum Qualifications:

- Be accepted for enrollment as a regular degree-seeking student at Colorado State University, carrying at least one credit per term during the academic year
- Currently have a cumulative GPA of no less than 2.5
- Be in good academic and disciplinary standing according to Colorado State University standards
- Must be able to commit to the position for at least one year
- Have a valid driver's license, automobile insurance, and your own reliable form of transportation
- Ability to execute and follow safety procedures
- Ability to effectively work late night/early morning hours
- Demonstrate the ability to work effectively both individually and on a team
- Effective oral and written communication and interpersonal skills both in person and over the phone
- Ability to accept and provide constructive feedback
- Demonstrated experience providing customer service in a work or volunteer setting

Preferred Qualifications:

- A cumulative GPA of 3.0
- Experience speaking in front of large groups of people
- Experience handling sensitive and/or confidential information
- Past experience volunteering with RamRide
- Ability to work in a fast-paced, and at times, chaotic environment
- Ability to take an initiative in completing tasks
- Excellent customer service skills
- Experience managing time effectively with multiple deadlines and priorities
- Experience with delegating tasks
- Experience with training peers

How to Apply:

Please submit the following information to Bri Colon, Bri.Colon@colostate.edu. For questions, please call Bri at (970) 491-7863. Work study and non-work study are welcome to apply.

Colorado State University may conduct background checks on all final candidates.

1. Current resume
2. Three (3) professional references (including email addresses and phone numbers)
3. Letter or email stating your interest and specific qualifications for the position
4. Fall 2021 class schedule (if obtained)

5. List of co-curricular commitments, anticipated internships, study abroad intentions, etc.

Click here to learn more about why our staff love working at Off-Campus Life!

<https://ocl.colostate.edu/about/employment/>