



SENIOR VOLUNTEER COORDINATOR

What We Do

Habitat for Humanity Greater San Francisco believes in the power of homeownership to create generational impact. To this end, we build homes for first-time homeowners and sustain homeownership by helping vulnerable homeowners retain their home as an asset for generations to come.

Your Impact

Volunteerism is a pillar of our work at Habitat. Volunteers build and rehabilitate homes for new homebuyers, make critical repairs to homes so that homeowners can preserve their legacy and age in place and support efforts to expand resources that help advance the organization's mission. The Senior Volunteer Services Coordinator ensures that volunteers continue to provide these essential roles at Habitat for Humanity Greater San Francisco (HGSF). With your strong volunteer support and management skills, you will coordinate the recruitment, scheduling, tracking and recognition of our key volunteer constituencies, including corporate, faith, and community volunteers. Under the supervision of the Director of Volunteer and Partner Development and as part of the Homeowner and Community Engagement Department, you will serve as a community ambassador to prospective volunteer constituencies, while also providing guidance, mentorship, and indirect supervision of office volunteer(s).

Our Core Values

At HGSF, our work is grounded in the belief that affordable homeownership transforms lives and strengthens communities. Our Core Values shape how we show up—for our homeowners, our partners, and each other—and we seek team members who consistently embody these values in their daily work. We don't just put these on a poster. We hire, evaluate, and grow our team based on them. If these resonate with how you work, we want to hear from you!

- Problem Solver - You bring a can-do mindset, stay adaptable in changing circumstances, and proactively find creative, pragmatic solutions.
- Humbly Confident - You know your strengths, are open to learning from others, model grace and humility, and express gratitude for your team and HGSF's mission.
- Accountable - You finish what you start, communicate clearly, and take responsibility for outcomes.



- Relationship Builder - You work well across teams, build trust through consistency, and engage others with thoughtfulness, collaboration, and care

Primary Responsibilities

Administration, Data Analysis and Systems Management (30%)

- Manage Habitat GSF's volunteer engagement platform to collect and analyze volunteer data to guide decisions and strategy for recruitment, retention, and recognition.
- Coordinate administrative details such as producing reports, tracking hours, communication, waiver collection, survey/thank you participation emails, maintaining volunteer lists, sending reminder emails and e-blasts.
- Help improve and streamline current systems and programs for better efficiency and use.

Community Outreach and Recruitment (30%)

- With the Director of Volunteer and Partner Development, develop comprehensive outreach plans with specific strategies and timelines to recruit new day and regular volunteers and deepen the engagement of existing volunteers.
- Create and update marketing collateral including fliers, e-newsletters, and volunteer webpages.
- Identify and attend volunteer recruitment outreach opportunities such as presentations, tabling events, fairs, expos, etc.
- Create and edit volunteer outreach emails and postings for recruitment of new and lapsed volunteers.
- Conduct periodic online informational sessions regarding the volunteer program and current offerings.
- Provide essential outreach support to recruit prospective recipients of Habitat playhouses.

Volunteer Management (25%)

- Serve as the primary point of contact in dealing with individual volunteers and groups regarding inquiries, updates, and issues.
- Ensure clear and timely communication with volunteers and volunteer groups to quickly schedule volunteer days and provide updates regarding their commitments.
- Deliver trainings and orientations to prepare new volunteers for their roles.



- Oversee the volunteer experience -onsite with volunteers, ensuring the delivery of quality experience that results in high levels of volunteer satisfaction.
- Assist in the development, evaluation, and management of programs designed to engage new and existing volunteers.

Volunteer Recognition (10%)

- Plan and execute annual volunteer recognition efforts
- Attend groundbreakings and dedication events

Other Duties as Assigned (5%)

Minimum Qualifications

- 2-4 years of progressively responsible experience coordinating volunteer programs, community engagement, customer service, nonprofit programs, or a related field
- Associate's degree required; bachelor's degree preferred, or an equivalent combination of education and experience
- Experience recruiting, scheduling, coordinating, and supporting volunteers or community groups.
- Proficiency with Microsoft Office programs. Knowledge of Canva, Survey Monkey, Galaxy Digital and other online platforms a plus
- Excellent customer service, interpersonal and relationship-building skills with diverse audiences to effectively engage, manage, and lead volunteers
- Excellent written, oral communication, and public speaking skills
- Excellent organizational and prioritization skills; ability to manage an unpredictable workflow and possess the flexibility to respond thoughtfully and quickly
- Ability to work a Tuesday- Saturday schedule, with occasional nights and weekends
- Must be able to travel within HGSF's tri-county service area (SF, Marin, San Mateo)
- Must be able to pass background check
(In accordance with state and county law: convictions do not necessarily rule out employment, it depends on the nature and severity of the conviction and is evaluated on a case by case basis, check is conducted on last 7 years only.)

Preferred Qualifications

- Bilingual in Spanish and English.
- Experience working in a nonprofit organization.



- Experience with volunteer management platforms such as Galaxy Digital, Better Impact, VolunteerHub, or similar systems.
- Familiarity with Microsoft Teams, SharePoint, and CRM systems.
- Experience planning volunteer appreciation or community engagement events.
- Passion for affordable housing, community development, and Habitat for Humanity's mission.

Work Environment

Office Role: This job operates mostly in a professional office environment but will also be required to be present at construction sites when volunteers are expected. While in the office, this role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets. At worksites, depending on the project and its stage of development, this position works in protected settings that may have outside conditions that occasionally include inclement weather, heat and humidity.

Physical Demands

Office Role: This is a largely sedentary role; however, while at construction sites, special events, and community engagement efforts, this position requires the ability to lift materials, walk short distances, navigate a space unassisted, stand or bend as necessary. Must be able to travel within HGSF's service area.

Benefits

Compensation for this role is competitive, DOE. This full-time position offers medical, dental and vision insurance, life insurance, long-term disability, employee assistance program (EAP), Flex Savings Account (FSA), Health Spending Account (HSA) 403(b) retirement account with a company match up to 5% (based on tenure), commuter benefits, tuition/education reimbursement, 20 paid vacation days, 3 front-loaded sick days (accrue up to 80 hours per year), and 13 paid holidays

EEO: Habitat Greater San Francisco is an equal opportunity employer. Habitat Greater San Francisco strives to reflect the diverse community it serves. Applicants who contribute to this diversity are strongly encouraged to apply. Reasonable accommodation is available for qualified individuals with disabilities, upon request.

Habitat GSF receives federal funds through Self-Help Homeownership Opportunity Program (SHOP) and is required by federal law, to the greatest extent possible, to provide job training and employment opportunities to Section 3 residents. *Section 3 residents are defined as public housing residents or low-income persons who live in metropolitan area or non-metropolitan counties where HUD-assisted projects are located.

