



Position Title: Volunteer Resources Coordinator

Term: Permanent position, full-time

Job Summary:

With one of North America's premier outdoor music festivals as its signature event, the Winnipeg Folk Festival is a year-round, not-for-profit arts organization that presents live music and arts events designed to benefit the community.

The Winnipeg Folk Festival is seeking a passionate and motivated individual to join our Volunteer team.

The Volunteer Resources Coordinator is responsible for contributing to the development, implementation and assessment of the volunteer program, supporting about 2,300 volunteers working on 60 crews at our summer festival and throughout the year.

Key goals of the Volunteer Resources Coordinator:

- Ensure volunteer resources are directed appropriately to satisfy the needs of the organization.
- Provide support, training and a sense of reward to our volunteers.
- Maintain an organized, accurate and efficient system for managing volunteer data.
- Lead with an equity and inclusion lens, fostering belonging in our volunteer community.

Duties:

- Work collaboratively with the Volunteer Resources Manager to assess, support and prioritize the needs of all volunteer coordinators and their crews.
- Serve as the primary contact for volunteers, including initiating and managing ongoing dialogue via phone calls, emails, social media and other opportunities.
- Ensure that volunteer program communications are current and reflect the mandate of the volunteer program.
- Provide lead administrative function of the volunteer program.
- Manage the volunteer database.
- Provide volunteer human resource support.
- Provide support for volunteer training and retention strategies.
- Assist with implementation of volunteer recognition programs, appreciation events and acknowledgement programs as per Volunteer Recognition policy.

- Serve as an advocate for the volunteers by bringing awareness and understanding of volunteer issues, concerns and perspectives to Volunteer Resources Manager.
- Act as staff lead for volunteer crews as specified.
- Participate in workgroups as required.

Qualifications & Assets:

- Experience in working with festivals or major public events, preferably in a volunteer management capacity
- Training or experience in volunteer and/or human resources management
- Strong leadership skills
- Experience working with equity seeking groups and knowledge of issues related to equity, diversity, inclusion and accessibility
- Excellent computer skills including Office 365
- Database management skills
- Training experience
- Excellent communication skills, written and verbal
- Attention to detail
- Ability to juggle multiple tasks
- Demonstrated ability to work with, inspire, motivate and reward volunteers
- Ability to maintain confidentiality, discretion and diplomacy
- Previous volunteer experience at the Winnipeg Folk Festival an asset

Salary is \$48,000-\$56,000 with an excellent benefit plan and flexible team environment.

In accordance with its values, the Winnipeg Folk Festival is committed to an inclusive environment for all staff and will work with any candidates who require accommodation during this confidential process.

Please send resume and cover letter with Volunteer Resources Coordinator in the subject line by **October 22, 2023** to:

Karla Ferguson, Volunteer Resources Manager, Winnipeg Folk Festival

Email: volunteer@winnipegfolkfestival.ca

We thank all who apply, however only those selected for further consideration will be contacted.