



Position Description: TRAIL Member and Volunteer Services Coordinator

Summary: Under the supervision of the Executive Director, the Member and Volunteer Services Coordinator is the first point of contact for TRAIL members and volunteers. The primary objectives of this part-time position are to onboard and support new members, coordinate delivery of volunteer services, and provide exceptional customer service in responding to inquiries directed to the TRAIL office.

Primary duties and responsibilities:

1. Handle TRAIL's day-to-day operations tasks in Club Express (CE) software
 - Update and maintain CE database as needed with member, non-member, and volunteer service provider information
 - At the direction of the Executive Director, assist committees with CE operational questions and data extraction
 - Attend CE User Group meetings, as able, to stay abreast of new developments
2. Support current and new TRAIL members
 - Enter volunteer service requests into CE
 - Send service requests and manage all communication with volunteers for fulfillment
 - Provide benefit information
 - Coordinate registration for events, when needed
 - Manage member renewals
3. Support the onboarding of new TRAIL members
 - Provide introductory materials
 - Manage member applications and payments
 - Set up new members in CE
 - Communicate welcome messages
 - Upload all Full member documents to member profile in CE
4. Support the onboarding of new TRAIL volunteers:
 - Review, scan and file applications in Google Drive
 - Enter volunteer information into CE
 - Send Sterling Volunteers information to potential volunteers
 - Ensure all vettings are received and updated in CE
 - Communicate with volunteers throughout the onboarding process
 - Review and follow up on vetting for transportation volunteers on a monthly basis, update CE as needed

5. Respond to public inquiries from potential new members and volunteers through various channels including phone calls, emails, and walk-in traffic to our public office space
6. Manage TRAIL office administration (remotely or at Senior Center)
 - Open and close the TRAIL office
 - Open and scan all mail
 - Monitor and reorder TRAIL office supplies
7. Coordinate Westwinds maintenance program projects between Full members (Supported and non-Supported) and Westwinds maintenance staff
8. Support the TRAIL Volunteer Committee in recruiting new volunteers
 - Convey contact information for Volunteer Committee for follow up
 - Provide input on required information to be shared at volunteer orientations
 - Provide input into ongoing volunteer communication and training
9. Support all other TRAIL committees as needed: Social/Educational Programs, Communications, Fundraising, Membership, and Vendors
10. In all TRAIL-related initiatives and interactions, promote and embody the TRAIL culture of collaboration, respect, integrity, and inclusion