

Volunteer Coordinator

Summary

Status: Full-Time; Exempt

Starting Salary: \$38,000 - \$45,000 + benefits package

Reports to: Director of Volunteers & Heritage Experiences

Schedule: Work week will include semi-regular weekend days and 1 – 2 evenings per week, with seasonal variance.

Summary Description: The Volunteer Coordinator supports all aspects of the Indianapolis Volunteer Program, stewarding volunteers from recruitment throughout their time as a volunteer. This includes significant cross-departmental collaboration to ensure the regular availability of impactful and engaging volunteer opportunities.

Details

Organization

A private nonprofit supported by a diverse membership base and guided by a volunteer board, **Indiana Landmarks** revitalizes communities, strengthens connections to our diverse heritage, and saves meaningful places. From its state headquarters in Indianapolis's historic Old Northside neighborhood, the organization operates nine regional offices across the state. These offices, staffed by dedicated professionals, provide expertise and resources to help local communities save and repurpose historic sites. Indiana Landmarks' wide-ranging operations include grant and loan programs, rescuing and rehabilitating endangered properties, buying and selling real estate, easement protections, preservation advocacy, and educational initiatives including tours, lectures, workshops, publications, and partners on a major annual statewide conference.

Position Description

Based at our headquarters in Indianapolis, the Volunteer Coordinator plays a vital role in advancing Indiana Landmarks' mission by ensuring an impactful and engaging volunteer experience. This position stewards volunteers from recruitment throughout their time as a volunteer. Serving as a member of the Education and Engagement team, the Volunteer Coordinator ensures that every interaction strengthens relationships with volunteers, ultimately supporting the organization's long-term mission impact goals.

The Volunteer Coordinator reports directly to the Director of Volunteers & Heritage Experiences but works collaboratively across departments to ensure adequate volunteer staffing and ensure consistent, impactful, and engaging volunteer opportunities.

Volunteer & Client Stewardship

- Recruit and screen prospective volunteers.
- Serve as primary Indianapolis volunteer contact and steward throughout their time with Indiana Landmarks.
- Maintain consistent and effective communication with volunteers so they are informed and up to date regarding Indiana Landmarks activities and volunteer opportunities.
- Provide on-site volunteer management and client interaction at public and private programs, as needed.

Cross-Departmental Collaboration

- Collaborate proactively with staff to create impactful and engaging volunteer opportunities.
- Draft, post, and advertise volunteer opportunities to ensure adequate staffing.
- Provide regional staff support in recruiting and training one-time or major event volunteers.
- Ensure consistency of experience for volunteers across all departments.
- Serve as primary liaison between Indianapolis volunteers and staff.

Volunteer Training & Events

- Ensure all volunteers have effective organizational orientation and training for their specific area of work. This will include leading some training sessions and collaborating with appropriate staff to facilitate others.
- Develop and maintain resources and continuing education opportunities for volunteers.
- Serve as Staff Representative to Volunteer Training Committee (VTC).
- Plan and deliver annual Volunteer Appreciation Night, including event planning and gathering of in-kind donations.

Program Administration & Record Keeping

- Oversee use of volunteer management software, making sure all volunteers are signed up, trained to use the software, and are recording their own hours.
- Serve as primary administrator for Better Impact volunteer management software; includes responsibility for staying informed regarding available features; providing training to volunteers and relevant staff; and collaborating with appropriate staff members to ensure integration with larger organizational software.
- Maintain accurate individual and program records, including volunteer engagement, shift attendance, and evaluation data.
- Track volunteer program expenses. Provide input during annual budgeting process.
- Maintain and update Volunteer Handbook and all policies related to volunteering.
- Evaluate effectiveness of Volunteer Program, using feedback and data to refine programs and training.

Organizational Commitment

As a member of our team, every employee is expected to:

- **Embrace Change and Growth:** Demonstrate adaptability and resilience as the organization evolves, maintaining a positive, solution-oriented approach to shifting priorities, processes, and goals.
- **Align with Strategy:** Understand how individual responsibilities connect to the organization's mission, vision, and strategic priorities, and actively contribute to achieving these goals.
- **Foster Collaboration:** Work effectively across teams and departments, share knowledge and resources, and build strong, respectful relationships with colleagues.
- **Communicate Openly:** Promote a culture of trust through clear, constructive, and inclusive communication, offering and receiving feedback to strengthen individual and team performance.
- **Innovate and Improve:** Identify opportunities to enhance processes, services, and systems by contributing ideas and creative solutions that support ongoing improvement.
- **Commit to Learning:** Engage in ongoing professional development, remaining curious and open to new tools, methods, and perspectives that enhance effectiveness and adaptability.

Qualifications:

- Bachelor's degree in Nonprofit Management, Museum Studies, History, or related humanities or social science field. Equivalent professional experience considered.
- At least 6 months' professional experience coordinating, or assisting with coordination of, a volunteer program.
- Demonstrated commitment to delivering quality volunteer and client experiences.
- Experience navigating personalities, building consensus, and cultivating trust amongst paid and non-paid staff.
- Excellent communication skills, both verbally and in writing.
- Ability to work both independently and collaboratively on projects.
- Proficiency with Better Impact or comparable volunteer management software.
- Ability and willingness to work a flexible schedule, including semi-regular weekend days and 1 – 2 evenings per week, with seasonal variance; and to regularly travel to program sites within Indianapolis.
- Commitment to Indiana Landmarks' mission, values, and steadfast support for equity and inclusion.
- Belief in community revitalization rooted in preservation and heritage.
- Residency in Indianapolis or willingness to be physically present in the Indiana Landmarks Center at 1201 Central Avenue, Indianapolis, home of our headquarters.

Benefits and Work Environment:

Salary Range: \$38,000 - \$45,000 annually

- **Comprehensive Benefits Package:** Health, dental, vision, and life insurance; retirement plan with employer match; and additional employee benefits.

- **Work–Life Balance:** Fourteen paid holidays, generous vacation time, and dedicated staff appreciation days.
- **Impactful Work:** Opportunity to shape the future of an organization committed to preserving historic places and stories that stand the test of time.
- **Supportive Environment:** Collaborate with a team that values your contributions, fosters professional growth, and encourages leadership and teamwork.

Physical Requirements:

The physical demands described below represent those that an individual must meet to perform the essential functions of this position successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

- Ability to work effectively in a fast-paced office environment.
- Ability to sit or stand for extended periods and move intermittently throughout the workday.
- Ability to push, pull, lift, carry, or move objects weighing up to 10 pounds.
- Strong speaking and listening skills.
- Adequate sensory abilities, including clear vision, good hearing, and manual dexterity.
- Ability to perform focused work with close attention to detail.
- Proficiency in operating standard office equipment, including computers, copiers, and telephones.
- Ability to interact professionally with others in person, by phone, email, and written correspondence.
- Ability to drive as needed for organizational business.

How to Apply:

Send a one-page resume and cover letter to Kasey Zronek, kzronek@indianalandmarks.org, by March 20, 2026. Applications will be processed on a rolling basis, but all received on or prior to this date will be given consideration.