Stewards of the Coast and Redwoods (Stewards) is a nonprofit California State Parks Cooperating Association serving Armstrong Redwoods State Natural Reserve, Austin Creek State Recreation Area and Sonoma Coast State Park, with co-management responsibility for Armstrong Redwoods SNR and Austin Creek SRA. Stewards delivers critical funding, visitor services, and field operations, along with environmental education and stewardship volunteer programs in our parks; manages visitor services at both Armstrong Redwoods SNR and Austin Creek SRA; and is responsible for campground operations in Austin Creek SRA. We provide training and support to 250 volunteer docents and stewards who give over 10,000 hours annually. Stewards’ office is located in Armstrong Redwoods SNR.

Reporting to Stewards’ Program Manager, our Volunteer Coordinator assists in program delivery and is the primary point of contact for all volunteer inquiries. This is a customer service oriented position that requires patience and grace to serve our volunteers with a high degree of service and accountability. Our Volunteer Coordinator helps to onboard and train volunteers and also works closely with program coordinators (volunteers) to ensure new volunteers have an enjoyable and meaningful experience with Stewards.

**Essential Duties and Responsibilities:**
1. Fields volunteer inquiries through email, phone calls, and in person
2. Processes volunteer applications in a timely manner to ensure a seamless onboarding process for new volunteers
3. Communicates with new and experienced volunteers to ensure they have the information and resources they need to be successful in their volunteer positions
4. Works closely with State Park staff to help manage the flow of volunteer paperwork ensuring compliance with State Park rules and guidelines for volunteers
5. Manages the Better Impact database portal making sure all volunteers are signed up and educated on how to use the system to log their volunteer hours
6. Manages and tracks volunteers through the Better Impact database and ensures volunteers are appropriately identified in Stewards’ Customer Relationship Management (CRM)
7. Manages incoming school and group reservations, communicates effectively with school groups and others through email and phone calls
8. Implements strategies to recruit new volunteers and manages onboarding processes to ensure volunteer capacity meets program needs
9. Supports the Program Manager to deliver quality environmental education programs
10. Works closely with volunteer program coordinators to connect volunteers with opportunities
11. Assists with school and special event registrations in our CRM database
12. Assists with scheduling volunteer training sessions and special events
13. Attends volunteer training sessions (online and in the parks we serve) on topic areas including redwood ecology, intertidal exploration, watershed education and marine science
14. Co-organizes, plans, and helps implement volunteer events
15. Coordinates volunteers for our Steward Ship, a Mobile Marine Learning Laboratory, for special events and schools as needed
16. Ensures all volunteers adhere to State Parks’ standards of dress, behavior and communication with the public
17. Other duties as needed, including handling phones, email inquiries, and office organization

**Qualifications:**
1. Experience with customer service or working with volunteers
2. Excellent oral and interpersonal communication skills
3. Well-organized, attentive to details, and ability to multitask
4. Proficient with computers including documents, databases, and social media
5. Proven track record of communicating and engaging with diverse groups
6. Knowledge of California’s natural and cultural history
7. Able to take direction from others and fulfill administrative responsibilities
8. Commitment to the mission of Stewards of the Coast and Redwoods
9. Commitment to diversity, equity, and inclusion values
10. Interest in or experience with environmental education

**Additional Desired Qualifications:**
1. Social Media adept
2. Bilingual spanish speaker
3. Experience working at a nonprofit
4. Knowledgeable of parks in Sonoma County and the Russian River region

**Working Conditions:**
1. Regularly sits at a desk or computer workstation, flexibility for some telework
2. Frequently moves about the office to coordinate work and collaborate with colleagues
3. Occasionally lifts, carries, moves and positions objects weighing up to 50 pounds, and walks and hikes on uneven ground and park trails

Salary Range: $16-$18 per hour with limited benefits. Starting wage is determined by a review of relevant experience and qualifications. Desired to start part-time working towards full-time

**To Apply:** Please send a cover letter and resume to Stewards of the Coast and Redwoods at stewards@stewardscr.org with “Volunteer Coordinator” in the subject line.

*Stewards of the Coast and Redwoods is an equal opportunity employer. Fluent English speakers who are bi-or multilingual, including indigenous language speakers, are encouraged to apply.*