

Xenophon Therapeutic Riding Center

Volunteer & Admin Manager



Volunteer Coordination:

- Recruit, train and maintain relationships with current and new volunteers
- Responsible for communicating with and scheduling volunteers for all volunteer needs, including student lessons, and adult programs; finding substitutes for absences or changes; coordinating the needs and execution of special events/facility rentals; and available as the main contact for all volunteers
- Maintain relationships with outside charity organizations
- Maintain the database for tracking and scheduling volunteers
- Regularly monitor the daily volunteer signups for changes and adjustments; respond accordingly to emails/cancellations
- Schedule and execute periodic trainings during the season to ensure adequate levels of volunteers to cover all jobs

Office Administration:

- Maintain all database software, including Salesforce, Fusion Web, Mailchimp - updates, trainings, review & initiate changes
- Assist with general website maintenance and updates
- Compose, test, and send informational email blasts to database as needed using the appropriate method
- Create and develop center collateral materials including invites, program sheets, forms, postcards, etc.

Herd & Facilities:

- Backup Barn Manager as needed
- Respond to any horse health or safety issues with Barn Manager
- Help with any lesson preparations if needed
- Work with Barn Manager to plan and schedule trainings
- Exercise horses as needed

Fundraiser Events

- Manage ticket sales including database processing and communication with guests
- Set up and manage registration process and procedures including system programming, volunteers, and all payment processing
- Oversee all volunteer requirements for Xenophon's annual Gala, including attend meetings, recruit volunteers, train and oversee volunteers at the gala, etc
- Assist Auction Chairs with Salesforce in-pur and maintenance during gala preparations

Reporting

- Communicate timely with Staff about any schedule changes
- Communicate with volunteers when a schedule change is made such as heat cancellation, meetings, trainings, etc.
- Provide timely reports to Executive Director as requested

Events/Rentals/Work Groups:

- Work with Executive Director to plan needs and requirements
- Coordinate volunteer, staff, and group needs prior to and day of event

Requirements/Job Skills:

- Excellent communication skills, both written and verbal, and organizational skills
- Strong interpersonal skills. Must be able to communicate effectively with a variety of people through text, email, and phone
- Be a team player
- Self-motivation and ability to take the initiative
- Display a positive, outgoing attitude
- Computer knowledge, troubleshooting, and ease of use - Word, Excel, Google shared Drive, Mailchimp, Salesforce, FusionWeb, Canva, Bidding for Good
- Must be able to work flexible hours; some evenings and weekends
- Be available in emergency situations
- Maintain accuracy and attention to detail throughout all work
- Additional projects as needed

As a small non-profit Xenophon's success relies on the team atmosphere and the ability of all the team members to contribute broadly to the operations of the center. While each member has primary responsibilities, we wear many hats and contribute wherever there is a need. It is the willingness of each team member to help the others that has fostered the camaraderie and family atmosphere for which the center is well known.