



Position Title: Volunteer Coordinator

Type of Position: Volunteer

Time Commitment: Approximately 1–6 hours per week (flexible; some evenings/weekends as needed)

Reports to: Marketing Director

Compensation: Civic Theatre Membership and Two (2) complimentary tickets to each Civic Theatre production

Position Summary

The Volunteer Coordinator serves as the central point of leadership and organization for all volunteer efforts at Civic Theatre of Allentown. This role is responsible for building, managing, and sustaining a strong volunteer program that supports productions, events, concessions, and community outreach. The Volunteer Coordinator works collaboratively with staff to recruit, schedule, train, and recognize volunteers while ensuring accurate recordkeeping and compliance with required clearances.

This volunteer role is ideal for someone who is organized, people-focused, and passionate about supporting the arts and community engagement.

Responsibilities

Volunteer Program Development & Management

- Establish and maintain a comprehensive volunteer program that supports productions, community events, and event operations
- Develop and update volunteer policies, procedures, standards, and role descriptions
- Evaluate the effectiveness of the volunteer program annually and recommend improvements

Recruitment, Training & Engagement

- Collaborate with staff to identify, develop, and promote volunteer opportunities across the organization
- Recruit volunteers through internal and external platforms and community partnerships.
- Conduct volunteer orientations and training sessions as needed
- Participate in volunteer training and professional development opportunities offered by the Volunteer Center of the Lehigh Valley
- Organize and participate in an annual volunteer recognition event (Volunteer of the Year)

Scheduling & Coordination

- Maintain schedules for volunteers across productions, events, concessions, and external appearances
- Coordinate volunteer coverage with the House Manager and relevant staff

- Ensure volunteer check-in sheets are available for each event and that completed sheets are collected and processed promptly

Recordkeeping & Reporting

- Maintain an accurate and up-to-date volunteer database, including contact information, assignments, and hours
- Track, enter, and verify volunteer hours and provide reports as requested
- Coordinate, collect, and securely store all required volunteer clearances, ensuring confidentiality and compliance

Events & Community Engagement

- Coordinate volunteer support for external and internal events in collaboration with theatre staff
- Hold meetings with concession and event volunteers as needed to ensure smooth operations and communicate updates

Qualifications

- Bachelor's degree in a related field **or** at least three (3) years of relevant experience
- Strong organizational and communication skills
- Ability to work independently, take initiative, and manage projects with minimal supervision
- Professional, collaborative, and respectful demeanor with a commitment to confidentiality
- Positive attitude, proactive approach, and growth mindset
- Ability to obtain and maintain required child abuse and background clearances

Why Volunteer as a Volunteer Coordinator?

- Play a key role in supporting and organizing Civic Theatre's volunteer community
- Be a central point of connection between volunteers, staff, and productions
- Gain or build experience in volunteer management, coordination, and leadership
- Support the arts by ensuring volunteers feel welcomed, prepared, and appreciated
- Enjoy flexible, event-based and task-based scheduling

The job description is intended to be a summary of the primary responsibilities of the position. It is not a comprehensive listing of all duties and responsibilities. There may be additional job duties and/or projects assigned by your immediate supervisor. I have read the above job description and reviewed it with my supervisor.

Signature: _____ Date: _____