FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

BILLINGS FAMILY YMCA JOB DESCRIPTION

Job Title: Development and Volunteer Coordinator

FLSA Status: Exempt Revision Date: November 21, 2025

Reports to: Development Director

POSITION SUMMARY: Serves as a member of the development team and volunteer program. Helps advance the YMCA's mission through annual giving, special events, government, corporate, and foundation grants, endowment gifts, and capital campaigns. Recruits, trains and supervises volunteers and interns, develops and implements any necessary procedures and systems to ensure the volunteer experience to the highest level of satisfaction promoting community wellness and engagement in accordance with YMCA policies and procedures. Assists the Development Director in developing actively engaged fundraising volunteers and in positioning the YMCA as a "charity of choice" for the investment of donations within the community.

ESSENTIAL FUNCTIONS:

- Coordinates under the direction of the Development Director for special events including but not limited to Annual Campaign and other events related to fundraising efforts.
- Work with the Development Director to make cold calls to increase fundraising goals and maintain accurate spreadsheet for Y Board call list.
- Coordinates arrangements for meetings of various assigned committees, taskforces, and groups.
- Processes all gifts and pledges by sources and purpose. Maintains accurate records on all donors, prospects, capital campaign, annual campaign, and all other funding received. as well as tracking and sending all invoices.
- Tracks and enters all employee donation deducts monthly.
- Creates and mails all thank you receipts in a timely manner. Updates yearend tax summary information and mail out to donors.
- Assist with, develop, and maintain necessary reporting needs of varying development reports, committees, and mailing.
- Uses discretion and independent judgment in handling confidential and sensitive information in connection with donor and prospect information.
- Organizes all donor information in both the database system and scanned/hard copies for all donor files. Maintains accurate records on all donors, prospects, capital campaign, annual campaign, and the endowment program.
- Responsible for collaborating with department directors to develop strategies and determine department volunteer and intern needs, promote participation and education regarding the benefits of volunteerism. Ensures all staff awareness and understanding of YMCA volunteer program: recruitment, retention and follow-through, ensuring good volunteer experience.
- Interviews volunteer applicants and potential interns, to assess areas of interest and determine possible placement of applicants. Forwards copies of applications to appropriate supervisors and provides follow-through to ensure success.

- Analyze and produce statistical data to ensure tracking and reporting of volunteer hours and generates volunteer reports each month for board reports.
- Works with Development Director to recruit volunteers for fundraising activities and special events including Heart and Sole Run, Women's Run, and other Y events needing volunteers. Coordinate and oversee volunteers at these events.
- Performs other duties as assigned.

CORE COMPETENCIES (ALL STAFF):

CUSTOMER SERVICE

- Always have a friendly, helpful attitude and wear a smile.
- Take initiative to greet and assist all members, potential members, program participants and volunteers in a courteous, professional and friendly manner. Be enthusiastic towards members by learning their names and expressing an interest in their YMCA activities.
- Work daily to develop personal and meaningful relationships with members, volunteers, donors and others. Strive to understand individual's goals and interests to enrich their YMCA experience by introducing them to new programs, staff, members and volunteer activities.
- Actively listen, reflect and respond to member questions and concerns in a caring manner. When the opportunity presents itself, go above and beyond to resolve the situation immediately.
- Embrace new approaches and discover ideas to create a better member experience.

MISSION ADVANCEMENT

- A willingness to commit to the mission of the YMCA. Demonstrate a desire to serve others and fulfill community needs.
- Is familiar with and able to articulate the mission statement, areas of focus and core values of the YMCA with people of all ages and backgrounds. Models the core values of caring, honesty, respect and responsibility while working and communicating with members, program participants, volunteers and other staff members.
- Be knowledgeable and supportive of the YMCA annual support campaign.
- Be informed about volunteer opportunities.
- Speak enthusiastically on behalf of the YMCA publicly and at given opportunities.

TEAMWORK

- Ability to establish and maintain harmonious relationships with staff members in all departments.
- Seeks every opportunity to encourage, motivate and thank fellow staff members for their work. Completes S.T.A.R. slips to thank and recognize a job well done by others.
- Be knowledgeable about YMCA programs. This includes being familiar with all current program guide information, upcoming events and other special activities.
- Keeps up to date all internal communication.

OPERATIONAL EFFECTIVENESS/SAFETY

- Be dressed in appropriate attire and wear nametag at all times. Consistently perform duties in a safe and conscientious manner.
- Follow and enforce all YMCA procedures and policies, including those related to: personnel guidelines, medical and disciplinary situations, child abuse prevention, safety guidelines, facility access procedures, membership policies and emergencies. Complete Incident Report Forms as required.

- Be knowledgeable of all current Emergency Action Plans and carry out plans as necessary.
- Maintain a clean and safe YMCA. Take initiative to clean up/repair areas. Complete Maintenance Request forms as needed. Report safety issues to the appropriate supervisor.
- Attend and remain current on all mandatory trainings and staff meetings.

QUALIFICATIONS:

1. One or more years of professional experience with a background in fundraising in the YMCA or another non-profit organization is preferred.
2. Excellent computer skills, including data software knowledge and Microsoft Office experience.
3. Ability to relate to YMCA members, volunteers, donors, and community leaders
4. Strong knowledge of and demonstrated interest in best practices of fundraising.
5. Ability to create interpretive materials to enable potential donors to understand the YMCA and how they contribute to the achievement of its mission. Strong experience in composing and preparing a variety of correspondences related to institutional giving.
6. Grant writing and marketing experience preferred.

PHYSICAL DEMANDS:

- Ability to perform all physical aspects of the position; including walking, standing, bending, kneeling, leaning, reaching, and lifting.
- Ability to thrive in a fast paced environment with the unique challenges of a non-profit community service organization.
- Ability to work irregular work hours.
- Visual and auditory ability to respond to critical incidents and physical ability to act swiftly in emergency situations.
- Ability to interact with a diversity of people and various levels of personnel.
- Ability to handle multiple tasks simultaneously.

This job description may not be all inclusive and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.

Employee Name:_____

Employee Signature:_____ **Date:** _____

Directors Signature: _____ **Date:** _____