



Volunteer Recruitment & Engagement Specialist

Intercambio is a great place to work! Intercambio was founded in 2001 to bring English learners and community volunteers together in language classes and gatherings to build skills, confidence, and life-changing connections. We have connected over 15,000 students, teachers, and TESOL organizations through our programs, trainings, and curriculum. Intercambio participants build relationships that break down barriers of language, culture, race, and socioeconomic status — creating connections that build a more fair, just, and inclusive society. Our staff are experienced, diverse, passionate about our mission, and learn from our participants and each other.

As our **Volunteer Recruitment & Engagement Specialist** you will be responsible for recruiting, enrolling, and maintaining relationships with prospective and current Intercambio volunteers. You will acquire and maintain volunteers to fulfill all volunteering needs, both on an ongoing and one-time basis, allowing Intercambio to expand access to and use of its products, programs, and services. This is a new position. The initial focus will be developing a plan to recruit and retain volunteer teachers nationwide from intake until they begin volunteering. You will have the opportunity to work closely with our dedicated Boulder County Programs, CC English and Marketing teams.

This position is full-time (40 hours per week) and reports to the Director of Curriculum and Training. The successful candidate will be expected to work in our Boulder & Longmont offices each week, and from home.

RESPONSIBILITIES:

Recruitment Responsibilities

- Develops, implements, and evaluates organization-wide volunteer recruitment and engagement strategies. Updates and reports on the strategies regularly.
 - Prospects for and engages with community groups (i.e., colleges, AARP, Rotary Clubs, American Fed. of Teachers, etc.) to build relationships and create new volunteer streams.
 - Oversees content of any Memorandums of Understanding (MOUs) or other agreements developed with other organizations for volunteer referral initiatives.
 - Works with program staff to ensure that the processes and structures of our programs meet the needs of specific groups of volunteers.
- Identifies partner organizations and places for direct and digital marketing campaigns to increase awareness of and interest in Intercambio volunteer opportunities.
- Works closely with the Assistant Director of Marketing to create high-quality, engaging materials to promote volunteer opportunities.
- Oversees quarterly Community Conversation events for the entire organization with help from Development Manager.

Volunteer Intake

- Conducts intake of all new prospective volunteers and registers them for info sessions.
- Develops content for and hosts ongoing information sessions in person and online, and answers questions for prospective volunteers.
- Facilitates the application, background check, and contract processes for prospective and new volunteers.
- Coordinates with other members of the Curriculum and Training Department to provide personalized training and in-depth onboarding support as needed.

Engagement Responsibilities

- Collects and analyzes demographic data on the prospective and current volunteer population.
- Collaborates with Program Managers to provide required ongoing or end-of-program documentation of volunteer program participation.
- Supports programs' volunteer appreciation/incentive programs for recognizing and encouraging ongoing volunteerism.

General Staff Expectations

- Attends staff meetings and retreats and regular check-ins with manager.
- Understands and commits to Intercambio's Vision, Mission, How We Do Our Work, and Values.
- Understands and upholds Intercambio's organizational commitment to diversity, equity, and inclusion (fully described in our [Equity Charter](#)).

QUALIFICATIONS:

Required Qualifications

- Skill at engaging in pro-active communication, initiating conversations, and following up on conversations.
- Excellent verbal and written communication skills; speaks clearly and effectively in various situations.
- Strong leader with excellent people skills; works well as a leader/member of a team.
- Skill at taking a strategic approach while remaining flexible to changing conditions.
- Proven organizational, time, and project management skills.
- Experience working with volunteers.
- Experience using complex, web-based software programs, such as Salesforce, and the DOVIA, or Volunteer Hub web portals.
- Skill at managing multiple priorities.
- High level of proficiency using Microsoft Office 365 applications – especially Outlook, Word, PowerPoint, and Excel.
- Fluent in speaking, reading, and writing English.
- Experience working in multicultural environments.
- Access to reliable transportation as this position entails movement throughout the county, including possible participation in tabling at community events and conferences (mileage reimbursed).

Desired Qualifications

- Proficiency in speaking a language other than English.
- Experience teaching English to adults.

Starting Salary Range: \$50,000-\$60,000 per year. Intercambio has a formal, market-based compensation structure. Candidates who possess the required qualifications usually start in the middle of the advertised salary range. Intercambio offers a competitive benefits package that includes group health, dental, and vision insurance (Intercambio pays 90% of the premiums), life insurance, vacation and sick leave, Simple IRA after one year with a company match of 3%, and funds for annual professional development.

At Intercambio, diversity, equity and inclusion are at the core of who we are. [Read our Equity Charter here](#). We are committed to creating a diverse and equitable work environment and strongly encourage you to apply if you have lived immigrant experience, are part of the BIPOC (Black, Indigenous, and people of color) and/or LGBTQIA community, are differently-abled, a veteran, or are of diverse nationality or religion.

We welcome your cover letter and resume at jobs@intercambio.org. Please be sure your cover letter specifically tells us how you meet our qualifications.