Board Call - January 18, 2019: Inspiring Volunteer Productivity

Presented By:

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ASSESSING YOUR REGION/ RECRUITMENT OF VOLUNTEERS
MSU Alumni Association

VOLUNTEER INTEREST SURVEY

Please take a few minutes to tell us a little bit about yourself and your interests!

Full Name: ___________________________ Birthdate: ____________
(Maiden name/name at MSU if different, if applicable) ____________________________
Preferred Phone: ______________________ Email: ______________________________
Address: _____________________________ City: _____________ ZIP: ______

1. I'm interested in being involved with a committee of local Spartans because:

2. Special skills and strengths I wish to share are:

3. I'm available:  □ Weekdays  □ Evenings  □ Weekends
   I'm able to commit to volunteering:  □ 1-2 hours  □ 2-3 hours  □ 3-4 hours  □ 4 hours+
   per:  □ Week  □ Month  □ Year

4. I have been or am currently involved with Michigan State University:  □ Yes  □ No
   If yes, please explain in what capacity you have been involved (event attendee, donor, alumni board
   member, in a different geographic area or local club, alumni interest group e.g., MSUBA, GLBTQ,
   alumni board with your graduating college/department, subscriber to any livestreams or MSU listserv,
   recipient of the MSUAA magazine, etc.)
Be Prepared for Volunteers.

What to Include in a Volunteer Job Description

There are many ways to write the position description but here are some areas it should cover:

1. Job Title
   A descriptive title gives the volunteer a sense of identity and helps salaried staff and other volunteers understand this particular role. Steer away from descriptions that have to do with pay. For example, why call the receptionist a “volunteer” receptionist? You don’t say “paid” receptionist for a staff member.

2. Work Location
   Where will the individual be working? Can the work be done at home or a particular site? Is there public transportation near your job site’s so you can recruit people who might not have personal transportation?

3. Purpose of the Position
   How will the volunteer’s work affect a project’s outcome, clients, or mission? State the expected impacts for both direct service and administrative assignments so that volunteers understand how important they are to the organization.

4. Responsibilities and Duties
   Explain the volunteer position’s specific responsibilities and obligations. Say clearly what is expected.

5. Qualifications
   It pays to be very clear and concrete when listing qualifications for any volunteer position. Include education, personal characteristics, skills, abilities and experience required.

6. Commitment Expected
   How much time do you expect from the volunteer? Include length of service, hours per week, and hours per day. Include any special requirements such as weekend work.

7. Training
   List what training the volunteer will receive. Include general training that all positions require plus any position-specific training for this assignment.

Include the date of the description or the date that it was updated. List the volunteer supervisor’s name and his/her contact information. Include information about how to get more information and whom to call if interested.

Sample of a Volunteer Job Description

Key Responsibilities:

- The Day Chair answers the phone and directs calls.
- Greets guests and directs them to other offices or locations.
- Answers questions about the agency and provides forms when necessary.
- Fills out a list of activities that take place that day at the agency’s offices and satellite locations.
- Makes reminder phone calls to other volunteers who assigned to projects for the following day.
- Opens the mail and distributes it.
- Enters donations received by mail in the database.
- Proofs and proofs copy when time allows.
- Helps in the preparation of bulk mailings.
- Prepares correspondence as needed.
- Other duties as assigned.

Reports to Assistant Director of the Charles County Agency on Aging

The Length of Appointment: The Day Chair serves one day per week for three months. After three months, the Day Chair may be reappointed for another three months at the discretion of the supervisor. After six months, the person who serves as Day Chair may rotate to another position within the agency.

Time Commitment: One day per week (M, W, or F) for six hours (9-12 am and 1-4 pm), for a minimum of three months.

Qualifications: Basic knowledge of computer and data entry. Pleasant manner, patience, problem-solving ability, dependability.

Support: Training for this position will be provided. Also, the Assistant Director will be available for questions and assistance.

Age Requirement: None

Dress Code: Business Casual

Other categories you might want to include in a volunteer position description are:

- Certifications/licenses required, such as CPR Certification or a Commercial Drivers License.
- Development opportunities, such as training and promotion to other positions.
- Security checks required, such as criminal history check or fingerprint check.
- Benefits, such as a certificate of service, free parking, or tuition remission.
Does anyone have an examples of recruitment techniques that they have found successful and would like to share with the group?

Any specific questions about what we have discussed so far?
EMPOWER VOLUNTEERS

ASK
LISTEN
LEARN

BE FLEXIBLE

OWN IT
WHAT ARE YOUR GOALS?
2019 Alumni Club Leader Summit:

Friday, May 17th & Saturday, May 18th
Have any of your clubs made strategic efforts to establish clear goals and utilized them to help drive volunteer activity? What were some of the goals? Any outcomes you would like to share?

Any specific questions about what we have discussed so far?
Volunteer Life Cycle

Recruiting
- Motivation
  - Recruit
  - Educate
  - Exit
  - Match
    - Volunteer → Organization
    - Organization → Volunteer

Volunteering
- Support
  - Job Description
  - Resources
  - Communication
  - Feedback
- Train
  - Orientation to organization
  - Job training
  - Advanced training
- Connect
  - Affiliation with experts, organizations
  - Communities of interest
- Recognize
  - Formal & informal
  - Culturally appropriate

Assessing
- Continue in Role
- New Role
- Take a Break
- Exit

Ongoing Volunteer Feedback (formal & anecdotal)
Continual Leadership Change/Growth
MANAGING CHALLENGING VOLUNTEERS

http://president.msu.edu/advancing-msu/statement-on-core-values.html
Any specific questions about managing challenging volunteers?
**Thank Our Volunteers**

**Kim Cornelisse-Kittleman**  →  MSU Alumni Club Leaders  
January 2, 2017 at 9:44 PM • Lancaster, PA • 🗓

Thank you Shay Marlowe and our ATL Spartans for meeting up with Alternative Spartan Break students tonight! #SpartansWill #MSUServiceDay

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**Natalie Venuto Hawkins**  →  MSU Alumni Club Leaders  
April 25, 2015 at 11:48 PM • 🗓

Thank you #siliconvalleyspartans for spending TEN HOURS sawing, sanding, caulking, drilling, stripping, painting a house in San Jose today. You truly knows what it means to give back! #SpartansWILL #MSUServiceDay #GoGreen #sfbayspartans #gogreen

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**Skyin Xiaoyu Yin**

December 4, 2017

Thank you Milind R. Agarwal, the Coordinator of the MSU Alumni Club of India for helping MSU International Admissions team find two Indian alumni represent MSU at U.S. University Alumni Fair organized by EducationUSA Mumbai and U.S. Consulate General Mumbai We really appreciate your help!
CONTINUE THIS CONVERSATION!