



Job Description: Office Coordinator

Employer Information

Organization Name: Naples Therapeutic Riding Center

Organization Web Site: www.NaplesTherapeuticRidingCenter.org

About Our Organization: The mission of Naples Therapeutic Riding Center is to improve the lives of children and adults with physical, social and mental health needs through therapeutic riding and other equine-related programs.

Job Location: 206 Ridge Drive, Naples, FL 34108

Hours/Week: 40 hours (Salary)

Other Information: Primarily afternoons and evenings Monday through Thursday (9:30 a.m. – 6:00 p.m.) and Friday (8:30 a.m. – 5:00 p.m.)

Salary Range: \$35,000 - \$37,000

Job Description

Job Purpose: Assist the Volunteer Manager and Office staff with management, scheduling, recruiting, training, and recognizing NTRC's volunteers.

Job Tasks:

- Communicate with participants, their families, volunteers, donors, visitors, NTRC Board members, staff and the general public regularly and proactively to determine their need for program and administrative support.
- Answer phones, direct calls, take messages and provide general information to callers.
- Assist with daily office duties; send and receive faxes, make copies, collate reports, distribute documents, deliveries, and mail
- Present a professional appearance, courteous demeanor, and positive attitude on behalf of NTRC.
- Schedule volunteers for programs ensuring all needs are met.
- Manage volunteer database, CERVIS.
- Confirm program volunteers are appropriately trained for the volunteer position(s) to which they are assigned.
- Delegate work to volunteers assigned to the office, communicate expectations, provide support and guidance, supervise assignments, provide training and feedback as needed.

- Relay updates and messages to the Program Director and Volunteer Manager regarding volunteer scheduling including absences, concerns and/or updates.
- Communicate with Program Director and Volunteer Manager on a regular basis regarding the volunteer needs
- Manage volunteer files ensuring all paperwork (digital and paper copies) are up-to-date.
- Fill in as volunteer coordinator, a side walker and/or leader when short on volunteers.
- Assist the Volunteer Manager in planning and implementing special events for volunteers, program participants and their families.
- Assist Program Director with annual forms, packets, and file updates.
- Assist with new rider/participant applications, collecting rider/program payments, and sales of NTRC swag items.
- Maintain clean and orderly environment in the NTRC administrative office.
- Assist in hurricane preparation on NTRC property, as needed.
- Participate in continuing education as assigned by the leadership team.
- Give tours to guests visiting NTRC, as needed.
- Participate and take minutes in NTRC staff and program meetings.
- Assist in the planning and implementing of all events and activities.
- Able to walk 3+ miles at a time, lift 40-50 lbs., manage large groups of people and public speaking

Qualifications - Education and Experience

Education: High School/GED required

Additional Information:

- Supervision of volunteers preferred
- Equine experience preferred
- Certification in Adult & Child CPR, First Aid and AED required

Specific Knowledge Preferred:

- Volunteer supervision and management
- Horse care management
- PATH standards
- Database knowledge

Specific Tools & Technology

- Barn equipment and tack
- Mounting ramp and lift
- Microsoft Office
- Google Suites
- CERVIS database