



Down Syndrome Achievement Centers
educate. inspire. believe.

Sugar Land, TX

Operations & Volunteer Coordinator

Founded in 2003, GiGi's Playhouse Inc.'s mission is to change the way the world views Down syndrome through national campaigns, educational programs, and by empowering individuals with Down syndrome, their families and the community. All Programs are free and are therapeutic in nature. Each program is designed to work on specific skill development, including speech and language, socialization and fine and gross motor skills. GiGi's Playhouse has 50 locations across North America!

Job Description

GiGi's Playhouse offers innovative programs for children and adults with Down syndrome, designed to develop confidence and the development of a broad variety of skills – educational, therapeutic and career development. The Operations & Volunteer Coordinator is a goal-oriented, conscientious individual who uses sound judgment and effective management skills to manage all aspects of the local playhouse. This includes assisting the Program Coordinator in making sure all programs and activities are properly staffed with skilled and trained volunteers and follow structured curriculums. Additional responsibilities include facility and equipment management, family engagement, managing volunteers, delivering internal and external communications, community outreach, assisting with Playhouse events and fundraisers, and handling administrative duties. A flexible schedule is a must, as you may be needed to oversee or cover programs when needed, including some evenings and every other Saturday from 9am – 12pm. All staff members are the face of GiGi's Playhouse and play an essential role representing GiGi's to families, volunteers, donors and community members.

Reports To: Executive Director

Work Location: GiGi's Playhouse Sugar Land 13003 Southwest Fwy., Ste. 170, Stafford, TX 77477

Work Classification: Full-Time

Skills Needed

- Disposition to interact directly with individuals with Down syndrome and their families
- Ability to recruit, train and manage volunteers
- Proficiency in Microsoft Office, Canva, Soci and all social media platforms and willingness to attend continuing education opportunities as needed
- Ability to work proficiently in a database program. LMS training provided upon hiring.
- Strong written and oral communication skills
- Ability to work within budget limitations
- Capacity to manage multiple projects effectively and to meet deadlines.
- Attention to detail
- Ability to problem-solve, be creative, open-minded, and flexible

- Ability to work collaboratively and professionally with Executive Director, national office staff, local Board members, committee members, volunteers, families, and donors

Specific Accountabilities:

- **Ensures the Playhouse meets or exceeds a Strong rating for all requirements on the Operations/Facility, HR/Volunteer Management, Marketing, and Programs SOEs**
- **Administrative / Office Management**
 - Answer phones, respond promptly and professionally to all phone, e-mail and web inquiries
 - Send out any required new parent celebration packets, thank you notes created by GiGi's individuals, etc. Report new families to Family Committee.
 - Greet and connect with all visitors to the Playhouse, including families, volunteers and donors
 - Maintain the physical appearance of the Playhouse; ensure a welcoming, clean, and safe environment for families and donors.
 - Manage basic office organization
 - Schedule appointments with visitors to the Playhouse.
 - Assist Program Leaders and Volunteers with administrative needs as requested
 - Becomes an expert at Salesforce (relational database tool) to document and track volunteer activity, program participation, family data, etc., including reporting on trends
 - Enter information into the Playhouse database and ensure data base is current.
 - Create and maintain a Playhouse wish list
- **Volunteer/Program Management**
 - Recruit new volunteers to ensure the Playhouse is continually supported for all programs and other Playhouse needs, leveraging community organizations, universities, and other local resources
 - Recruit, place, and ensure training for all new volunteers
 - Ensure all programs and activities are fully supported by volunteers for the needs of the Playhouse
 - Manage volunteer email inbox and online volunteer interest forms and email interested volunteers within a week of initial contact
 - Actively solicit volunteers, including interns, to assist with responsibilities of this job, as needed
 - Actively utilize partnerships with volunteer organizations such as FBJSJL, NCL, YMSL and local high schools and universities
 - Ensure proper gratitude for all Playhouse volunteers, including informal acts of thanks as well as annual volunteer appreciation activity and volunteer recognition, executing initiatives in collaboration with other team members
 - Ensure all programs at the Playhouse meet the stated objectives and branding messages delivered by the GiGi's Playhouse national office
 - Solicit input from local families (at least annually) regarding program needs and schedules
- **Marketing and Communications**
 - Actively work to grow program participation, volunteer hours and family and community connections through marketing efforts
 - Collaborate with the Program Coordinator to inform and inspire families, volunteers, donors and other constituents via social media, website, blog, and email newsletter campaigns by sharing pictures, news, events, volunteer needs and stories

- Maintain and update online Playhouse calendar of programs and events at least 6 weeks in advance
- Send weekly Program emails to all families in the data base
- Collaborate with other team members to prepare a monthly e-newsletter and blog by gathering Program and Best of All Moments from volunteers, caregivers, and participants. E-newsletters must go out by the 3rd of each month
- Update social media pages using Canva and Soci; create all Facebook program events at least 2 weeks in advance
- Collaborate with other team members to ensure website is up to date
- **Stewardship & Outreach**
 - Create and maintain a Playhouse wish list
 - Assist with all local and regional fundraisers as needed including before, during and after the event.
- **Stewardship with National Office and Local Board of Managers**
 - Attend monthly INC Programs, Operations and Events calls and bi-monthly Marketing calls and respond appropriately to network-wide requirements from the National Office
 - Collaborate with the team to prepare a monthly Impact Report to share with National Office and local Board by the 5th of every month.
 - Follow all national guidelines and policies as outlined in the Sugar Land Operations, Programs and Human Resources manuals
 - Collaboratively provide guidance as needed to other GiGi's Playhouse locations
 - Communicate effectively with the Executive Director so they are apprised of Playhouse activities, needs and concerns and they can communicate effectively to the Board of Directors
 - Seek ways to collaborate with local Down Syndrome organizations, community businesses, schools, and libraries in partnership with Board Program Committee and Executive Director

GiGi's Playhouse Core Values: GiGi's challenges all staff and volunteers to embody the following core values:

- Enthusiasm: Bringing positive, high energy to our work
- Best of All: Always looking to improve in all that we do. Challenge yourself every day.
- Get It Done: Making things happen and blasting through barriers when needed; figure it out.
- Believe: Believe in ourselves, believe in our mission, believe we can achieve all that we set out to achieve
- Locally Concerned, Enterprise Minded: To best serve our local communities, we share our location's best practices and have the humility to leverage the collective learnings from across the GiGi's network.

The job duties listed in this job description may not be inclusive of all requirements of this position. Other duties may be assigned by your supervisor.

ACKNOWLEDGED:

Employee Signature _____ *Date* _____

Print Name _____