

The City of Pickering is committed to creating an equitable, diverse and inclusive workplace and strives to foster a sense of belonging, empowerment and respect among all employees and community members. We recognize and value that diverse perspectives, skills, backgrounds, and lived experiences contribute to the growth and strength of our organization and community. As such, we welcome and encourage applications from Indigenous Peoples and equity-deserving communities including women, persons with disabilities, racialized persons, persons who identify as 2SLGBTQI+, and other diverse communities.

(Relief) Coordinator, Volunteer Services

June 2025 – July 2026

Department:	Community Services
Classification:	1 Full-time, Relief Opportunity
Affiliation:	CUPE Local 129
Shift/Hours:	Monday – Sunday, varying shifts, 35 hours per week
Salary Range:	\$32.46/hr. to \$36.07/hr. (2024 rates of pay)
Work Location:	2460 Brock Road, Pickering
Date Posted:	Thursday, April 3, 2025
Deadline to Apply:	Thursday, April 17, 2025 by 12:00 noon

Job Summary

The City of Pickering is seeking a dedicated and motivated individual to join our team in the role of Coordinator, Volunteer Services.

The successful incumbent provides leadership for Volunteer administration within the Community Services department. This includes the administration, coordination, recruitment, leadership, development, communication, and recognition of approximately 300 volunteers. The operation of efficient, effective and safe volunteer programs is essential to this position.

Primary Responsibilities

- Coordinates the development, implementation, operation and evaluation of high-quality volunteer programs, training, workshops and outreach opportunities that support the Community Services department. Identifies new opportunities for volunteer engagement within the Community Services Department.
- Coordinates the onboarding, training, placement and evaluation of City volunteers. In consultation with Human Resources, updates the volunteer training programs and provides guidance to staff leads that administrate volunteer teams.
- Directly schedules, oversees and provides direction to volunteers to carry out tasks and duties at special events, programs and initiatives. Ensures the safety of guests, staff, volunteers, resources, and City facilities and property. In cases where volunteer initiatives are directly overseen by various staff leads, the Volunteer Coordinator will provide support to staff leads where needed.
- Develops, plans and implements volunteer recognition initiatives, programs, and events. Provides input, reviews, and completes annual nominations for internal and external awards.
- Maintains and tracks volunteer records, training and statistics and reports on the volunteer programs as required.
- Actively promotes volunteer programs for the department, including outreach, and social media. Provides input for promotional material for volunteer programs and activities.
- Leads various initiatives to recruit new volunteers to programs. Administrates recruitment initiatives to fill vacancies in the volunteer program.
- Attends events, programs and initiatives to support volunteer coordination and communication.
- Administrates the volunteer database and centralized volunteer records for the Community Services department.

Additional secondary responsibilities may apply and will be outlined in the Job Description, which will be provided to candidates selected for an interview.

Education and Experience

- Post-secondary Diploma in Education Studies, Volunteer Management, Human Resources or related disciplines, or any combination of education, workplace training and experience deemed to be acceptable by the Corporation.
- Two years experience working with volunteers, with at least one year in a leadership capacity, preferably in a municipal setting. Experience to include developing, implementing, and leading a volunteer program, and teaching, training and mentoring volunteers.
- Experience teaching or leading workshops and planning events in a municipal setting.

Knowledge, Skills and Abilities

- Above average organizational, interpersonal, communications and customer service skills with the ability to deal courteously and professionally with other staff, volunteers and the public.
- Ability to work independently on assigned duties under minimum supervision.
- Ability to prioritize multiple tasks and meet assigned deadlines.
- Strong leadership skills with the ability to motivate and influence.
- Must be willing to work irregular hours, including evenings, weekends, and holidays.
- Knowledge of community events, cultural programming and recreation services is an asset.
- Knowledge and understanding of best practices for volunteer administration.
- Demonstrated proficiency in the use of personal computers and Windows based software applications.
- Knowledge of ActiveNet Booking System and Volunteer software Better Impact considered an asset.
- Must have access to reliable transportation.
- Must be prepared to undergo a Vulnerable Sector Screening as a condition of employment.
- Must hold current Standard First Aid and Basic Rescuer CPR-C certificates.

Qualified candidates may complete an **online application form** where you will be required to upload your resume and cover letter (PDFs only). We thank all applicants for their interest, however, only those selected for an interview will be contacted. In accordance with the *Municipal Freedom of Information and Protection of Privacy Act*, personal information is collected under the authority of the *Municipal Act* and is used for the purpose of candidate selection.

The City of Pickering is committed to inclusive and barrier-free employment practices, and to creating a workplace that reflects and supports the diversity of the community we serve. Accommodations are available throughout the recruitment process in accordance with the *Accessibility for Ontarians with Disabilities Act*. Accessible formats and supports can be requested. For assistance, please contact the Human Resources Department at 905.420.4627 or hr@pickering.ca.

Pickering: A complete, world-class city... inclusive, connected, caring and prosperous.

