Outreach Coordinator

South Florida Wildlife Center (SFWC)

Job Overview

The Outreach Coordinator supports the daily administrative and operational functions of the Outreach & Environmental Education Department at South Florida Wildlife Center (SFWC), ensuring effective coordination of volunteer records, internship and externship processes, educational events, and departmental logistics.

This position maintains accurate tracking systems, coordinates schedules and event preparation following approval by the Director, and provides day-to-day operational guidance to Outreach Specialists. The Coordinator also provides occasional Resource Center support as needed.

The ideal candidate is organized, proactive, adaptable, and committed to excellent communication, teamwork, wildlife conservation, and community engagement.

Reports To:

Director of Outreach & Environmental Education

Responsibilities and Duties

Volunteer Program Administration

- Maintain accurate volunteer records in Volgistics, including onboarding documents, training completion, schedules, and service hours.
- Coordinate orientation scheduling, onboarding paperwork, status updates, and other administrative steps.
- Assist with volunteer scheduling and prepare participation and service-hour reports as requested.
- Ensure volunteer records comply with organizational policies and remain complete and organized.
- Provide administrative support to the volunteer program.

Internship & Externship Coordination

- Maintain application, placement, onboarding, attendance, training, and completion records for interns and externs.
- Coordinate interviews and onboarding logistics with departmental supervisors.
- Track student schedules and required hours, and communicate administrative requirements to students, schools, and supervisors.
- Maintain accurate student-program tracking systems and assist with required follow-up documentation.

Event Coordination & Logistics

- Maintain the calendar for outreach events, educational programs, and workshops.
- Coordinate scheduling and logistics after events have been approved and confirmed by the Director.
- Communicate assignments, event details, and logistical needs to Outreach Specialists.
- Prepare and organize educational materials, equipment, promotional items, and supplies; support setup and breakdown as needed in collaboration with the Director.
- Maintain event inventory, monitor replenishment needs, and submit purchasing requests to the Director.
- Track event attendance, participation, and related logistical records.

Outreach Staff Coordination & Operational Supervision

- Provide day-to-day operational guidance and coordination for Outreach Specialists.
- Coordinate schedules, event coverage, and daily assignments in collaboration with the Director.
- Monitor assigned tasks, attendance, deadlines, and operational needs; elevate staffing concerns or conflicts to the Director.
- Support onboarding and training of new team members and promote professional, collaborative communication.

Resource Center Support

- Provide occasional Resource Center coverage based on operational needs.
- Respond compassionately and accurately to public inquiries, calls, and questions about SFWC services and wildlife assistance.
- Assist with administrative tasks within established Resource Center protocols.

Administration & Reporting

- Maintain organized departmental files, calendars, spreadsheets, databases, and tracking systems.
- Prepare reports and summaries on volunteer participation, student programs, event activity, and staffing as requested.
- Support administrative workflow improvements, coordinate cross-departmental follow-up, and monitor supply needs.
- Maintain confidentiality of organizational, staff, volunteer, and student information.
- Perform other related duties as assigned by the Director.

Qualifications

- Experience in administrative coordination, scheduling, program support, or a related role.
- Excellent organization, time management, written and verbal communication, and attention to detail.
- Proficiency with Microsoft Outlook, Excel, Word, Teams, and digital tracking systems.
- Ability to balance multiple priorities, work independently, and exercise sound judgment within established procedures.
- Ability to coordinate team assignments and work effectively with staff, volunteers, students, and the public.
- Flexibility to work occasional evenings or weekends for scheduled events.

Preferred Qualifications

- Associate's or bachelor's degree in nonprofit management, business administration, communications, environmental studies, education, or related field.
- Experience in nonprofit administration, volunteer coordination, wildlife conservation, environmental education, or animal welfare.
- Familiarity with Volgistics or comparable volunteer management software.
- Experience coordinating internships, externships, events, inventories, or staff schedules.
- Previous experience in team coordination or operational supervision.

Work Hours

This is a full-time position. SFWC operates 365 days per year; schedules may include occasional evenings, weekends, or holidays to support outreach events and organizational needs. Specific hours will be established according to departmental scheduling requirements.

South Florida
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Saving Wildlife in Our Urban Jungle

Compensation & Benefits

Annual salary range: $40,000–$45,000, depending on qualifications and experience. This full-time position is eligible for benefits in accordance with current SFWC policies, including paid time off, holiday pay, and medical, dental, and vision coverage. Overtime, when applicable, requires prior approval.