Volunteer and Training Coordinator
April 18, 2024

Compensation: $24.00 - $25.50/hour, full time, non-exempt
Priority Application Date: May 26, 2024
Location: Seattle, WA (Hybrid)

Inspiring Hikers to Create Trails for Everyone, Forever
Washington Trails Association (WTA) is the nation’s largest hiking and trail maintenance nonprofit. We have a 50-year legacy of engaging the hiking community to ensure Washington’s trails stand the test of time. With more than 27,000 members and an online community of over 300,000 and growing, we are connecting people to the outdoors — from everyday adventures to backcountry explorations. Each year 3,500 WTA volunteers perform over 160,000 hours of trail maintenance across the state. We mobilize hikers as public lands advocates, trail stewards and on-the-ground experts sharing knowledge with fellow hikers. WTA’s strength is our community and our vision depends on fostering an inclusive organization where everyone feels welcome and represented. Together we can ensure there are trails for everyone, forever.

Position summary
Washington Trails Association is seeking a Volunteer and Training Coordinator who loves working with people and shares our commitment to trail stewardship, volunteerism and building community. This position ensures a positive experience for WTA’s volunteers by helping shape the trail maintenance volunteer program through overseeing the program’s training content and providing administrative support. They also play a key role in coordinating and facilitating our volunteer leadership programs. The successful candidate will be a detail-oriented team player who is passionate about providing excellent customer service to our volunteers, as well as motivated to develop and facilitate engaging trainings.

The Volunteer and Training Coordinator is a full-time, non-exempt position based in WTA’s downtown Seattle office that reports to the Volunteer Program Sr. Coordinator.

Primary Responsibilities
Volunteer Coordination and Communication
- Serve as the process owner and main point of contact for the volunteer registration process; respond to inquiries via phone, email and other channels.
- Establish and maintain relationships with volunteers and program partners. Provide feedback on volunteer performance.
- Accurately track volunteer data, work party data, and related payments for adult and youth work parties in the Salesforce database and hard copy files.
- Support Logistics Coordinator with procurement and distribution of volunteer incentives, such as hard hats, vests, and t-shirts.
- Manage office volunteers in administrative projects.
- Collaborate with Volunteer Program Sr. Coordinator to support annual Volunteer Appreciation events statewide (virtual and/or in-person) and associated accomplishment materials.
- Contribute and support copy edits for volunteer communications including content to newsletters, website, social media and Washington Trails Magazine.

Training Coordination and Administration
- Maintain and update training manuals, curriculum and other materials. Coordinate the annual cycle of material review including formatting and copy editing.
- Implement training content management strategy as directed by supervisor which includes development of resources, library, and process for updates. Examples of resources include instructional job aids, facilitator guides, manuals and training videos.
- Communicate with external instructors, coordinate and facilitate training classes.
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- Track progress of training development goals and certifications.
- Update and maintain the annual training calendar and support quarterly and yearly planning.
- Facilitate cross-team planning committee for annual Crew Leader College training weekend and oversee associated logistics including registration.

General
- Support the Volunteer Program Sr. Coordinator and Logistics Coordinator with event coordination and program logistics as necessary.
- Attend work parties and other WTA events as needed (may include occasional overnights, evenings and/or weekends).
- Actively participate in organization and team meetings, trainings and other events.
- Other duties as assigned.

Experience, Skills, Knowledge, and Values

Competitive candidates will highlight the following experience in their application, or express willingness to learn:
- Demonstrated commitment to WTA’s mission and values on diversity, equity and inclusion.
- Prior curriculum coordination and development as well as other relevant volunteer coordination experience. Experience with learning and development technology applications, videos and vendors is a plus.
- Excellent documentation preparation, communication and writing skills.
- Strong computer skills and proficiency with Microsoft Office and Google Suite. Experience with Salesforce CRM database is a plus.
- Facilitation skills and experience teaching adults; familiarity with adult learning styles.
- Demonstrated group leadership and facilitation experience, preferably in an outdoor setting
- A deep understanding of the experiences and community issues affecting those marginalized in mainstream outdoor opportunities, such as Black, Indigenous, and people of color (BIPOC) and/or LGBTQ+
  communities.
- Able to work independently and collaboratively to meet program/organization goals. Enthusiastic about embracing new challenges.
- Ability to set priorities, manage a variety of responsibilities and meet deadlines in an ever-changing environment while maintaining attention to detail.
- Ability to accept and integrate feedback graciously, and give effective feedback to team members and volunteers.
- Cultural competency experience and demonstrated ability to work with people of diverse races, ages, genders, abilities and economic backgrounds.
- Willingness to travel statewide and have a valid driver’s license.

Location and Schedule
The Volunteer and Training Coordinator is a full-time, non-exempt position based in WTA’s Seattle office. WTA has a hybrid work model with at least 2 days of work per week in-person at our Seattle office. Schedule may include occasional overnights, evenings and/or weekends. This role requires occasional statewide travel, and may include multi-day events. Reimbursement for up to 250 miles per round trip will be provided for staff members who use a personal vehicle to fulfill program needs, unless commuting to/from base of operations.

Compensation
Compensation starts at $24.00 - $25.50 per hour. This role has the potential to go up to $27.00 per hour with time and demonstrated success in the role. Our benefits package includes medical, dental, vision, retirement, disability, transportation and holiday, vacation and sick leave. For more information about WTA’s benefits, please visit our website: www.wta.org/careers.

Diversity, Equity & Inclusion
We believe WTA, and Washington’s hiking community, is made better by people with varied backgrounds, identities, abilities and lived experience. WTA is committed to advancing equity and continually working to become a more inclusive organization. People of color and others with identities that are underrepresented in the outdoor industry (including but
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not limited to: gender identity, class, socioeconomic status, conviction history, sexual orientation, age, ability, and background) are strongly encouraged to apply.

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at WTA will be based on merit, qualifications and abilities. WTA does not discriminate in employment opportunities or practices on the basis of age, ancestry, caste, color, creed, expunged juvenile record, familial status, family relationship (denying employment because a family member already works for the employer), gender identity, marital status, honorably discharged veteran or military status, national origin, citizenship or immigration status, off-duty tobacco use, political ideology, race, religion, sex, sexual orientation, source of income, genetic information, the presence of any sensory, mental or physical disability, status as a victim of domestic violence, harassment, sexual assault or stalking, the use of a trained service animal by a person with a disability, actual, potential, perceived, or alleged pregnancy outcomes, or any other status or characteristic protected by federal, state or local law.

To apply: Click on the following URL to complete the contact form https://forms.gle/N6jiY9D5xATWLeV9 and submit a resume and a brief cover letter describing professional and personal experience relevant to the position to jobs@wta.org. Include “Volunteer and Training Coordinator” in the subject line. This position is open until filled, with priority given to applications received by May 26, 2024.

The hiring process will involve a phone screen, followed by virtual and in-person interviews, and may include a request for portfolio examples such as training content and project plans. If you have any questions, please contact jobs@wta.org. View other available jobs at www.wta.org/jobs. We look forward to hearing from you!