



AIGA Dallas Volunteer Chair

Minimum Tenure: 2 years

Maximum Tenure: 4 years

Role Purpose

The Volunteer Coordinator is responsible for recruiting, organizing, supporting, and scheduling volunteers who help bring AIGA Dallas programs and events to life. This role ensures volunteers feel welcomed, informed, appreciated, and set up for success—while providing reliable staffing support across chapter initiatives.

The Volunteer Coordinator plays a critical role in building community, strengthening engagement, and ensuring smooth event execution through thoughtful volunteer management.

Core Responsibilities

Volunteer Recruitment & Onboarding

- Recruit volunteers from the AIGA Dallas community for events, programs, and ongoing support roles
- Maintain an up-to-date list of active volunteers, including interests, availability, and skills
- Communicate expectations, responsibilities, and timelines clearly to all volunteers
- Ensure new volunteers receive onboarding information and feel welcomed and supported

Scheduling & Event Staffing

- Coordinate and schedule volunteers for events, workshops, and chapter initiatives
- Work with Program Chairs, Event Chairs, and the Onsite Experience Chair to identify staffing needs for each event
- Create and manage volunteer schedules and assignments, ensuring adequate coverage
- Communicate arrival times, roles, and logistics to volunteers in advance of events

Volunteer Support & Engagement

- Serve as the primary point of contact for volunteers before, during, and after events

- Be present at events when possible to support volunteers and troubleshoot issues
- Foster a positive, inclusive, and organized volunteer experience
- Identify opportunities to recognize and celebrate volunteer contributions

Recognition & Retention

- Coordinate volunteer appreciation efforts, including thank-you emails, handwritten notes, and acknowledgments
- Track volunteer participation and engagement over time
- Collaborate with leadership to identify ways to retain volunteers and encourage deeper involvement

Process & Coordination

- Maintain documentation and processes related to volunteer management
- Work with the Director of Digital Engagement and Director of Communications to ensure volunteer opportunities are communicated clearly
- Support leadership during high-volume periods (festivals, fundraisers, major programs)

Collaboration & Reporting

- Works closely with:
 - Program Chairs
 - Onsite Experience Chair
 - Director of Programming
 - Director of Membership & Community
 - Director of Digital Engagement
- Provides updates as needed during board meetings and planning sessions

Time Commitment

- Monthly: 2–4 hours for coordination, communication, and planning
- Events: Additional time during event weeks, including some evenings and weekends
- Attendance at annual planning meetings and monthly board meetings as needed
- Time commitment may increase during large-scale events or festivals

Skills & Traits

- Strong organizational and scheduling skills
- Clear and friendly communicator
- Comfortable coordinating people, logistics, and timelines
- Detail-oriented and dependable
- Ability to motivate, support, and appreciate volunteers
- Comfortable working remotely and collaboratively
- Passion for community-building and service

Measures of Success

- Volunteers are scheduled, prepared, and supported for all events
- Clear communication and minimal last-minute staffing issues
- Volunteers feel appreciated and engaged
- Strong volunteer retention and repeat participation
- Positive feedback from Program Chairs and Event Leads
- Smooth event operations supported by reliable volunteer staffing