KNOXVILLE-KNOX COUNTY COMMUNITY ACTION COMMITTEE (CAC)

JOB TITLE: RSVP Engagement Coordinator

JOB POSTING: 10/13/2026
JOB TYPE: Full-Time
SKILL LEVEL: 8

POSITION SUMMARY

• An employee in this position is under general supervision and reports to the AmeriCorps Seniors Program Manager and provides direct support to staff and stations in Blount and Knox County.

• Responsibilities include working closely with the RSVP Recruitment Coordinator with enrollment of volunteers, maintaining records (such as enrollment forms, background checks, job descriptions), and maintaining communications with agency staff and partners.

ESSENTIAL DUTIES & RESPONSIBILITIES

• Recruits volunteers for participation in RSVP, both in Blount and Knox Counties, prioritizing outcome-based programs and assuring priority is given to Veterans, minorities, and people with disabilities.

• Responsible for facilitating these volunteer onboarding tasks:

○ Creates a file folder for paperwork and a profile for digital files in the program database (Volunteer Reporter).

○ Enters all data from paper applications into the database, following up on missing, unclear, or irregular data.

○ Performs and analyzes background checks, noting exceptions and cautions.

○ Mails welcome letters and prepares name badges.

○ Facilitates follow-up with inactive volunteers to determine their status.

○ Documents deactivation reasons and dates.

- Processes paper and digital volunteer files according to deactivation and storage protocols.
- Communicates deactivation status to appropriate team members.

• Responsible for ongoing maintenance of the Volunteer Reporter database to ensure accurate records of volunteer information.

- Ensures data is consistent across collection and storage formats.
- Ensures collected and stored data is in line with reporting needs and program performance measure requirements as laid out by the grant.
- Follows up on disconnected phone numbers and returned emails and mail to ensure contact information stays updated.
- Performs an annual audit of volunteer records to ensure database accuracy.
- Plans and facilitates an all-program update of volunteers' records every three years.

• Works with the RSVP Recruitment Coordinator on RSVP Senior Care Calls (SCC), including volunteer pre-service orientation, ongoing volunteer support, database management (Mon Ami), and general program management.

• Responds to phone calls from SCC clients and requests submitted by SCC volunteers on behalf of their clients.

• Designs and creates a quarterly newsletter, prioritizing content for program needs in collaboration with the RSVP Recruitment Coordinator and distributing it through paper and digital formats.

• Maintains consistent communication with volunteers through mailings, emails, and phone calls.

• Maintains consistent communication with station leaders, including timely collection and documentation of volunteer service hours and assessment of potential recruitment opportunities.

• Works with the RSVP Recruitment Coordinator, as needed, on reporting to meet grant performance measures and supports RSVP events and initiatives, including the annual recognition event, 9/11 Day of Service, and Senior Angel Tree.

• Works with the RSVP Recruitment Coordinator, as needed, on data entry and reporting to meet grant performance measures and helps with phone call surveys of clients.

• Performs other activities as needed to ensure the success of the program.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

• Must be mature and able to demonstrate good judgment.

• Must be able to relate to and communicate with older clients, as well as volunteers and staff of service-providing programs.

• Must be able to write legibly and complete forms accurately.

• Must have computer skills in word processing, Excel functions, SharePoint, spreadsheets, mail merge, and database management.

• Must be accurate and attentive to detail.

• Ability to communicate effectively, both orally and in writing.

• Ability to carry out instructions furnished in written, oral, schedule, or diagram form.

• Ability to obtain facts by personal contact, observation, and examination of records.

• Ability to perform basic mathematical computations.

• Ability to use a computer to access databases and record activities.

• Ability to produce accurate reports and correspondence.

• Must have a valid Tennessee driver's license and a reliable automobile available for occasional use. Mileage is reimbursed.

Education and Experience

• Bachelor's degree in business, social work, another related field, or an equivalent combination of education and experience.

• Two or more years of related work experience.

• Experience working with older people is desirable.

• Knowledge of Blount and Knox Counties and their geographic environment is desirable.

• Knowledge of community resources is desirable.

• Experience working with volunteers is desirable.

COMPENSATION AND BENEFITS

CAC offers an excellent benefits package, including:

• Employer-paid health insurance

• Life insurance

• Pension plan contributions

• Co-pay dental insurance

• Paid vacation, sick leave, and generous holidays

SALARY

• **Skill Level:** 8

• **Starting Pay:** $19.85 per hour/$38,707.50 annually.

To Apply: cachr@knoxcac.org

Please let us know that you found us through the Nonprofit Job Board when you reach out!