Volunteer Position Description

**Position:** Support Teams Coordinator  
**Location:** Guatemala City/Antigua  
**Department:** Development  
**Reports to:** US Director of Development  
**Conditions:** Full time, Volunteer with housing allowance  
**Housing Allowance:**  
**Minimum Time Commitment:** 1 year

**The Position:**

The Support Teams Coordinator is one of two Safe Passage long-term volunteers who guide international teams of 8-12 people through a week-long volunteer experience at Safe Passage within the vision and mission of the program. The Support Teams Coordinator works with the US Director of Development as well as peer staff in Guatemala to recruit visiting teams, a process that includes maintaining correspondence, answering questions beforehand, preparing their visit itinerary, coordinating their arrival, setting up their accommodation and dinners, coordinating their activities within the program, being their guide and supervisor throughout the week, and collaborating with the US office to follow up with team members after their visit. This position often requires extra hours on nights and weekends.

**Responsibilities:**

- Commit to the mission of Safe Passage and inspire the teams and staff in the program to achieve the vision of the organization.
- Lead and supervise a team of 8-12 international volunteers at a time.
- With the other Support Teams Coordinator, maintain teams email account and update the Safe Passage database with all teams-related information.
- Work with the Director of Development to monitor the program budget and the fee and donation structure for visiting teams
- Advocate for the program by building relationships with Safe Passage staff, visitors, and donors.
- Work with the US Development Office to develop marketing strategies to recruit new teams and to keep former teams involved with Safe Passage.
- Cultivate/steward current and potential donors and sponsors.
- Develop a good working knowledge of and relationship with all departments within Safe Passage to integrate short term volunteers in a positive and meaningful way for both parties.
- Support other areas of Public Relations/Development as needed (ie. events, tours, sponsorship, etc.)
- Write Safe Passage Blog weekly.
- Keep it interesting, creative and fun while implementing Safe Passage values in the different activities.

**Qualifications:**

- Passion for the mission and vision of Safe Passage
- Fluent in English and Advanced Spanish (written and verbal)
- Excellent interpersonal, verbal, and written communication skills
- Flexibility and creative problem-solving skills
- Detail-oriented and highly organized with a strong ability to multi-task
- Demonstrated leadership skills with the ability to work well independently but also within the context of a team
- Self-motivated and proactive.
- Works effectively in a multi-cultural and highly dynamic work environment
- Engaging, outgoing, passionate.
- Ability to bring the equal energy each day no matter how repetitive a task becomes.

**Desired Skills:**

- Knowledge of Guatemalan culture and history
- Proficient in Microsoft Word and Excel

**How to apply:** Please send your completed application as indicated on the web page, [www.safepassage.org/volunteers](http://www.safepassage.org/volunteers) to volunteers@safepassage.org and use the subject line: Support Teams Coordinator application.