

# ROBERT SMITH

## Director of Volunteer Services

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An experienced professional is now seeking a position with a company that will utilize extensive public relations, sales and marketing experience in a challenging position focused on client satisfaction.

## EXPERIENCE

### Director of Volunteer Services

#### ABC Corporation - 2008 - 2012

- Directed the volunteer services program encompassing over 500 volunteers at numerous sites to augment the mission and vision of the hospital.
- Coordinated with administrative staff to plan objectives and scope of the volunteer program.
- Liaised with department managers to ascertain work hours, services needed, and assignment of volunteer staff.
- Developed a formal orientation program for new volunteers.
- Assessed the effectiveness of the volunteer service program through surveys and management meetings.
- Oversaw a staff of 8 salaried employees involved in planning, scheduling, recruiting, and training volunteers.
- Planned citywide events to recruit high-level professionals.

### Director of Volunteer Services

#### Delta Corporation - 2006 - 2008

- Promote the volunteer program to gain community support for the organization Manage approximately 125+ volunteers weekly to serve over 300 guest a .
- Complete Data entry assignments through Microsoft Excel to keep account of each volunteer serving Ensured over 500+ companies, individuals and .
- Increase volunteer base to ensure compliance with Medicare COPs regulations through direct patient contact with hospice patients, vigil support, .
- Directed the Volunteer Services Program to recruit and retain Professionals and Para-professionals to fill departmental vacancies.
- Developed a strong database through sourcing job sites, building relations with employment agencies, hospitals and universities to streamline hiring .
- Planned citywide events to recruit for high level professionals.
- Established plans to increase retention by creating best place to work strategies, leveraging incentive tools and company benefits.

## EDUCATION

- Masters in Healthcare Administration - (Webster University - St. Louis, MO)

## SKILLS

Microsoft Office, Grant Writing, Public Speaking, Partnership/Collaboration, And Board Development.