

Helping Paws, Inc.

BCA Volunteer Coordinator

Part-Time | Eden Prairie, MN

Location Eden Prairie, MN	Employment Type Part-Time
Hours 30 hours/week	Pay Classification Non-Exempt / Hourly
Pay \$20.67/hour	Reports To Director of Volunteer Experience
Work Model Hybrid	Start Date June 1, 2026

About Helping Paws

Helping Paws, Inc. is a nationally accredited service dog organization based in Eden Prairie, Minnesota. We train assistance dogs that empower individuals with disabilities, Veterans, and first responders - changing lives, one dog at a time. Our team is mission-driven, collaborative, and united by a love for dogs and a commitment to the people they serve.

The Opportunity

The BCA Volunteer Coordinator is the connective hub of Blue Coat Academy's daily operations, ensuring every volunteer knows where to be, what to do, and feels supported alongside Helping Paws staff. This role manages enrollment, communication, scheduling, and logistics for all BCA volunteers and serves as the primary point of contact for volunteers, keeping daily operations running smoothly during school days. No dog training experience required.

What You'll Do

Volunteer Coordination and Scheduling

- Partner with the BCA Admin Coordinator on enrollment, schedules, cancellations, and updates.
- Check in volunteers during morning drop-off and triage training or veterinary questions to the appropriate staff.
- Coordinate BCA transportation volunteers, dog walkers, trainers, and helpers - approximately 50 volunteer shifts per week.
- Recruit volunteers for BCA projects and initiatives.

Volunteer Management and Systems

- Serve as the primary point of contact for BCA volunteer questions, responding in a timely manner.
- Enter and maintain volunteer records, hours, availability, and communication logs in Salesforce and volunteer management software.
- Help onboard and train new BCA volunteers, including coordinating and conducting orientation, shadowing opportunities, and preparing materials.
- Track and report volunteer hours and engagement metrics on a regular basis.

Event and Program Support

- Assist the Volunteer Program Support Coordinator and Director of Volunteer Experience with volunteer events, including appreciation events, orientation sessions, and monthly volunteer meet-ups.

What We're Looking For

Required

- High school diploma or equivalent.
- 1+ years of experience in volunteer coordination, program administration, customer service, or a related field.
- Highly organized and detail-oriented with strong follow-through.
- Strong written and verbal communication skills.
- Tech-savvy and comfortable managing standard office tools and software such as Google Suite and volunteer management software; ability to quickly learn new tools as needed.
- Able to navigate a variety of volunteer personalities with patience and professionalism.
- Reliable and responsive; able to maintain consistent availability during core hours.
- Comfortable working in an active, fast-paced, dog-centered environment.

Preferred

- Experience working with volunteers in a nonprofit or mission-driven setting.
- Familiarity with Salesforce.
- Experience with scheduling or logistics coordination.

Physical Requirements

- Regularly sits, stands, and moves throughout the facility during morning drop-off and volunteer check-in.
- Occasionally moves between areas within the BCA campus.
- Comfortable working in proximity to dogs of varying sizes, energy levels, and temperaments.
- Exposure to animal dander and noise; appropriate accommodations available upon request.
- May occasionally be required to lift items such as bags of dog food, crates, or dogs into vehicles.

Schedule

On-site Monday–Friday, 8:00 AM–12:00 PM; remaining hours are flexible/hybrid. On-site hours may change based on program needs.

Why Helping Paws?

- Be part of a nationally accredited service dog organization making a real difference.
- Work in a positive, dog-friendly environment alongside passionate staff and volunteers.
- Contribute directly to the mission every single day.
- Join a supportive, inclusive team where collaboration and heart are part of the culture.

How to Apply

Send your resume and cover letter to hr@helpingpaws.org. This position is open until filled. We will review applications as they are received.

Equal Opportunity Employer

Helping Paws, Inc. is proud to be an Equal Opportunity Employer. We value diversity and are committed to creating an inclusive environment for all employees. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), national origin, age, disability, genetic information, or any other status protected under applicable local, state, or federal law.

Helping Paws complies with the Americans with Disabilities Act (ADA) and will make reasonable accommodations for qualified individuals with known disabilities, unless doing so would result in an undue hardship.