



# Job Posting

**TITLE** Manager of Volunteer Programs

**REPORTS TO** Director of Volunteer Programs

**JOB SUMMARY** This position co-manages all aspects of volunteer program management for large contingent of volunteers including over 400 weekly volunteers and 4000 special event volunteers a year. Responsibilities include recruitment, interviewing, selection, scheduling, training, performance feedback, promotions and terminations. Also manages special volunteer programs such as community service, Service Employment Redevelopment (SER), Employment First and AmeriCorps. Responsible for leading, planning, directing, and organizing volunteer program special events such as School Supply, Thanksgiving and Santa Shop distributions and Beautiful Junk sales. Supports the growth and retention of our diverse and vibrant volunteer team.

**CLASSIFICATION** Full-time, exempt; Work schedule will vary to accommodate volunteer groups and projects

## Duties/Responsibilities

- Provide leadership, planning, direction, and supervision of all volunteer programs, events and volunteers
- Effectively supervise and engage individuals from across a wide spectrum of ages, experience, skill levels and capacities, including volunteers, donors, staff and program participants
- Effectively manage, develop, coach and evaluate the performance of volunteers to ensure the effectiveness of events and services. Foster an effective and caring, fully engaged volunteer force.
- Recruit, interview, schedule and train all volunteers to ensure coverage of all agency and program areas and special events
- Effectively provide performance feedback, including terminations
- Identify, coach and develop volunteer team leaders
- Lead in the development and execution of special events, develop new volunteer roles, monitor and incorporate best practices, and contribute forward thinking solutions
- Manage special volunteer programs including community service, Service Employment Redevelopment (SER), Employment First, Adults with Disabilities, etc
- Develop and implement processes, volunteer trainings and appreciation events
- Contribute to the development of strategic goals and objectives through participation on the agency leadership team
- Develop goals and objectives to achieve successful volunteer program outcomes in line with the strategic plan
- Ensure volunteers are trained on safety and risk management procedures for whatever location they are assigned to work; contribute to agency safety and risk management processes, procedures and training
- Create and manage the annual volunteer programs budget and regularly review department expenditures to ensure alignment with the budget
- Update and maintain volunteer programs procedures and policies
- Partner with Program Services to ensure smooth functioning of the volunteers supporting the program service areas (clothing bank, grocery, lobby areas)
- Partner with In-Kind Donations to ensure efficient sorting and distribution of food, product and donations
- Update, manage and maintain the volunteer management database and create reports as needed, including annual audit of volunteers and volunteer hours
- Partner with the Development team to support strategic goals
- Generate comprehensive e-blast communication to volunteers
- Securely store and maintain all confidential and/or sensitive information as designated by the agency

## Knowledge, Skills, & Abilities

- College graduate or equivalent work experience
- Two years staff or volunteer managerial experience, preferably in a non-profit volunteer environment
- Excellent organizational skills with strong attention to detail
- Ability to work independently, exercise judgement and make decisions in a fast paced environment
- Must be comfortable working with multiple, concurrent projects and deadlines
- Ability to train individuals from all ages and walks of life on processes they are not familiar with

- Exceptional communication skills and comfort with public speaking to diverse groups; must routinely communicate using tact, courtesy and judgment
- Demonstrate flexibility and adaptability in an environment of rapidly changing priorities
- Demonstrated ability to engage volunteers in the mission of an organization
- Ability to function as a cooperative and effective team player
- Basic computer skills including, MS Office, databases, email and internet
- Able to lift 35 pounds

Email resume and cover letter to: [jobs@theactioncenterco.org](mailto:jobs@theactioncenterco.org)

Currently interviewing - please apply as soon as possible. Posting will remain open until filled.

***The Action Center is an equal opportunity employer***