

JOB IDENTIFICATION

Title: Manager, Volunteer Services
Reports To: Senior Director of Programs
Prepared By: Nora Spitznogle

Payroll Type: Exempt
Work Status: Full Time
Prepared Date: October 2020

JOB SUMMARY

Manage the Second Helpings volunteer program which includes recruiting, screening, selecting, and training volunteers. Function as the primary liaison to volunteers. Develop, implement and document all procedures and policies relating to the volunteer program. Collaborate with staff, committee members and volunteers to best meet organizational needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.

Plan and implement recruitment, training and retention strategies for volunteers.

Provide leadership and oversight to the Volunteer Services Coordinator.

Design volunteer schedules to meet the needs of Second Helpings' programs, based on input from staff. Use applications, references, and personal interviews to effectively place volunteers in meaningful positions.

Keep neat, accurate records and files of the volunteer program, including hours contributed, , including records for offenders and community service programs.

Coordinate and conduct orientation for all new volunteers - includes sanitation training, volunteer rights and responsibilities, and reviewing their job descriptions. Plan, implement, and oversee necessary or opportunistic training for volunteers.

Communicate regularly with volunteers verbally, through VIC postings, monthly newsletters, e-mail and bulletin board notices.

Use a variety of recognition forms to meet the needs of volunteers, including plaques, written features, community/corporate programs, giveaways, surveys, advancement opportunities, etc.

Recommend budget needs and monitor expenses of approved budget.

Create procedure manuals for volunteer program and keep updated.

Order volunteer supplies, uniforms and recognition items as needed.

Provide assistance in other areas as requested and when time permits.

CORE COMPETENCIES

To perform the job successfully, an individual should demonstrate the following Second Helpings core competencies.

Customer Service: Responds promptly to customer needs and resolves conflict appropriately; solicits customer feedback to improve service; treats others with respect; responds to requests for service and assistance; meets commitments; communicates effectively.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes constructive feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed

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by assisting colleagues willingly and by meeting commitments; able to build morale and group commitments to reach goals and objectives.

Reliability: Keeps absenteeism and tardiness to a minimum; ensures work responsibilities are covered when absent; manages time effectively so as to meet schedules.

JOB REQUIREMENTS

This position requires a flexible schedule to include evenings and weekends. 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

One to three years management and/or supervisory experience required.
Degree in related field preferred.
Prior experience as a volunteer and demonstrated community involvement required.

KNOWLEDGE, SKILLS, ABILITIES

Understand basic volunteer motivation and management. Possess an excellent memory (especially names) and a high degree of patience. Must love to work with people and demonstrate friendly, outgoing demeanor.

Strong computer skills with experience in database management, word processing, and creating HTML documents. Must have excellent oral and written communication as well as organizational skills. Must be detail oriented and have the ability to handle multiple tasks.

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee is frequently required to sit. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

While performing the duties of the job, the employee is occasionally exposed to wet and/or humid conditions and/or extreme heat, fumes, flame, airborne particles, moving mechanical parts and risk of electrical shock. The noise level in the work environment is usually moderate to loud.

SIGNATURE SECTION

CEO: _____ **Approved Date:** _____

Supervisor: _____ **Received Date:** _____

Acknowledged by:

Employee Initials: _____ Review Date: _____
Supervisor Initials: _____ Review Date: _____