

## **Job Description**

**Job Title:** Volunteer Manager

**Department:** Development

**Supervisor:** Executive Director of Development and Marketing

**FLSA Status:** Non-Exempt

**Salary Range:** 45,000 – 55,000

## **Summary**

The Volunteer Manager supports the Community Enrichment Center (CEC) by overseeing all aspects of its volunteer program, including recruitment, retention, onboarding, training, and appreciation. This role is integral in fostering long-term relationships with individual volunteers, corporate and community groups, and stakeholders to advance the CEC's mission and strategic goals. The Volunteer Manager works collaboratively across departments to ensure volunteer efforts are impactful and aligned with organizational objectives, serving as a vital link between the CEC and the community.

## **Essential Duties and Responsibilities**

### **Volunteer Program Management**

- Develop and implement a comprehensive volunteer strategy that aligns with the CEC's mission and values.
- Recruit, onboard, and train individual and group volunteers using volunteer management software.
- Facilitate volunteer engagement through appreciation events, recognition programs, and regular feedback opportunities.
- Maintain accurate volunteer records, including service hours and participation, using Galaxy and other tools.
- Coordinate with team members and stakeholders to manage concurrent responsibilities and ensure smooth workflow.

### **Event and Program Support**

- Collaborate with departments to create meaningful volunteer opportunities and ensure effective execution of volunteer-related initiatives.
- Act as a key support for major events, such as REFRESH, the Gala, and Christmas programs, by coordinating volunteer involvement and logistics.
- Assist with event planning, recruitment, and day-of coordination, including scheduling and managing volunteer tasks.

## Community Outreach and Relationship Building

- Represent the CEC at community events, volunteer fairs, and networking opportunities to promote volunteerism.
- Build relationships with corporate partners, faith-based organizations, and community groups to enhance volunteer engagement and support.
- Advocate for the CEC's mission and communicate its impact effectively to diverse audiences.

## Administrative Duties

- Review and update volunteer policies, procedures, and materials, including handbooks and job descriptions, annually.
- Generate regular reports on volunteer engagement, retention, and program impact.
- Ensure compliance with organizational and legal standards for volunteer activities.

## Performance Metrics

- Success in this role will be measured by:
  - Volunteer retention rates.
  - Feedback from volunteers and stakeholders.
  - Successful execution of events.
  - The effectiveness of community outreach efforts.

## Supervisory Responsibilities

This position does not currently supervise staff but works closely with department leads and volunteers to support organizational goals.

## Competencies

- **Adaptability:** Flexible, open-minded, and team oriented. Adapt to shifting priorities and resolve conflicts or challenges promptly without compromising productivity.
- **Integrity:** Accountable, honest, and reliable.
- **Customer Service:** Strong interpersonal skills with a solutions-focused approach.
- **Mission-Driven:** Knowledgeable about the CEC's mission and values.
- **Professionalism:** Demonstrates critical thinking, skillful execution, and appropriate boundaries.
- **Communication:** Strong verbal and written skills, with proficiency in public speaking and engaging diverse audiences. Maintain clear and consistent communication to update progress on tasks and address any barriers to completion.

- **Planning and Organizing:** Efficiently prioritize and plan tasks, meet deadlines and develop realistic action plans. Demonstrate the ability to handle multiple tasks and priorities effectively in a fast-paced environment. Organize and allocate time efficiently to meet deadlines while maintaining quality and attention to detail.

### **Education and/or Experience**

- Bachelor's degree in Nonprofit Management, Business Administration, Event Management, or related field; equivalent experience considered.
- 3+ years of experience in volunteer management, community engagement, or related roles.

### **Preferred Qualifications**

- Certification in Volunteer Administration (CVA).
- Experience in nonprofit leadership or event management.
- Familiarity with social media outreach strategies.
- Exceptional public speaking, interpersonal, and organizational skills.
- Demonstrated ability to manage multiple priorities in a fast-paced, dynamic environment.
- Passion for the CEC's mission and values, with a commitment to fostering community relationships.
- Valid Texas driver's license and reliable transportation.

### **Language Skills**

- Ability to effectively communicate with diverse groups and write clear, professional reports and correspondence.

### **Computer Skills**

- Proficiency in volunteer management software (e.g., Galaxy).
- Advanced skills in Microsoft Office, particularly Excel, Word, and PowerPoint.