



Job Title: Volunteer Program Manager
Department: Administration
Reports To: Assistant Executive Director
FLSA Status: Exempt/Salaried

SUMMARY:

The main focus of this position is to implement a volunteer workforce which provides the public an opportunity to volunteer and assists the League in helping more animals by meeting the organizational needs in prevention, sheltering and placement programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Manage all volunteer recruitment, including but not limited to interviewing, orientation and proper placement.
- Manage volunteer training curriculum with the appropriate departments.
- Manage training curriculum for staff annually (Volunteer/Staff Relations Training) and training curriculum for staff Leads who manage volunteers.
- Manage Project Groups, Tour, Day Pass and Court Appointed Community Service Programs.
- Develop and manage the volunteer program for individuals under 17 year of age.
- Manage entry of all volunteer information into website and the data base systems including applications of new volunteers, trainings attended, assignments and hours served (Volgistics, Chameleon and Volunteerlocal).
- Create and prepare a weekly Volunteer Weekly Communication via email using MailChimp.
- Maintain Facebook recruitment efforts and closed Facebook Volunteer page.
- Create a Volunteer Walk team each year for the annual Walk for the Animals fundraising event.
- Responsible for obtaining items and rooms necessary for training and orientations.
- Act as the liaison between staff and volunteers to meet the needs and goals of the organization.
- Maintain high functioning and collaborative relationships with Directors and Managers.
- Resolves volunteer/staff issues accordingly in a fair, consistent and timely manner.
- Develop and manage volunteer policies and procedures.
- Participate in community outreach.

- Recruit, manage and communicate with internal and external volunteers for large scale and in-house events; Walk for the Animals, Countdown2Zero, Spay Day, Clear the Shelter, Black Friday etc.
- Participate in the creation and implementation of other training programs that include volunteers (disease prevention, compassion fatigue etc.).
- Serve on organizational and event committees to represent the Volunteer program.
- Act as supportive working staff for the Foster Program as needed.
- Other duties as assigned.

QUALIFICATIONS

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.

- Must support the Animal Rescue League's mission, policies and practices.
- Excellent public speaking skills.
- Excellent organizational skills and communication skills.
- Excellent problem-solving skills.
- Excellent time management.
- Excellent computer skills.
- Must be strong in conflict management and resolution.
- Proven track record with volunteer recognition events.
- This position requires availability on weekends and evenings as needed.
- Ability to communicate in written and verbal format.
- Ability to work with a diverse group of constituents.

PREFERRED EDUCATION and/or EXPERIENCE

- Bachelor's Degree and two years experience working in volunteer management.
- Previous experience within the animal welfare field or equivalent setting.

COMPUTER SKILLS AND PROGRAMS USED

- Microsoft 360 Suite (Outlook, Word, Excel, Powerpoint, Sway etc.)
- Chameleon Animal Data Software System
- Audio visual equipment
- Document Scanner
- Badge printer

PHYSICAL DEMANDS

The physical demands 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 consistently required to stand and move. In addition the employee is constantly required to talk, hear and use hands for grasping, reaching and other operative tasks. The employee is required to stand and sit frequently. The employee will also be required to bend neck and twist body. The employee will be required to consistently lift an animate or stationary object of up to 20 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing 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 frequently exposed to an indoor office environment climate condition. The employee is occasionally exposed to outdoor weather conditions. The employee is occasionally exposed to animal odors and animal fur.
- The noise level in the work environment is usually moderate.