

## **Volunteer Manager**

### **Paws4ever**

#### **Job Description**

##### **Position Summary:**

The Volunteer Manager is responsible for the management of Paws4ever's volunteer programs. Essential duties and responsibilities include recruiting, training, managing, supporting, tracking, and evaluating all volunteers for Paws4ever's programs. These include volunteers in our Adoption Center, foster home volunteers, ReSale Store volunteer, special events and other volunteers as needed. The Volunteer Manager also provides guidance, support, resources and tools to other staff who supervise and work with volunteers.

The Volunteer Manager reports to the Executive Director. Some evenings and/or weekends will be required.

##### **Responsibilities:**

###### *General Volunteer Management*

- Take proactive steps to ensure optimum coverage of volunteers for the organization's needs.
- Identify and schedule volunteers to fulfill Paws4ever's weekly program needs, complete special projects and special events.
- Match volunteers with opportunities that suit their skills and interests and serve the organization. Interview, assess and assign new volunteers.
- Manage volunteer training, including orientation. Ensure that volunteers are given appropriate training to be successful in their positions. Orient volunteers to increase their understanding of Paws4ever, its clients, its services and the role and responsibilities of volunteers
- Serve as the primary contact for existing and potential volunteers.
- Motivate, evaluate, and recognize volunteers; foster positive experiences for them to maximize volunteer retention.
- Organize formal and informal volunteer appreciation efforts (awards, celebrations, etc.)
- Train staff to work effectively and cooperatively with volunteers. Provide guidance, support, resources, and tools to staff who supervise and work with volunteers.
- Assist with conflict resolution among guests, staff and volunteers according to established procedures
- Support the Home Care Coordinator and Adoption Center Manager with the placement and care of shelter pets into temporary foster homes, as well as the management of foster volunteers.
- Conduct ongoing evaluation of the programs and services delivered by volunteers and implement improvements as necessary
- Research and implement best practices for volunteer management
- Evaluate the risks associated with each volunteer position and take appropriate action to control the risks associated with the program or service
- Ensure that volunteers work in a safe, healthy, and supportive environment in accordance with all appropriate legislation and regulations
- Create volunteer program materials (policies and procedures, applications, agreements, handbooks, role descriptions, orientations, trainings, newsletters, etc.)

- Maintain accurate and timely volunteer records; manage a volunteer database; track and report volunteer statistics (monthly).
- Prepare monthly and annual report on the contribution of the volunteer program to the organization as related to the current strategic plan
- Maintain effective relationships with community volunteer organizations.
- Address corporate and community groups on volunteer opportunities at Paws4ever.
- Prepare weekly informational emails to volunteers to keep them informed about Paws4ever needs
- Work with communications team to maximize use of website and social networks for volunteer recruitment and promotion of volunteer activity and events. Write articles/blurbs on volunteer initiatives for Facebook, Twitter, newsletter, e-newsletter, and website.
- Carry out other special projects and assignments as needed.

### **Qualifications**

- Bachelor's degree plus 1 to 2 years of experience in volunteer management or similar experience required.
- Animal welfare experience preferred. Prior work with a nonprofit organization in a similar position will be considered.
- Customer service experience a plus.
- Able to work flexible hours, which will include some evenings and weekends.
- Valid driver's license with access to reliable transportation
- Passion for the mission of Paws4ever. Knowledge of and commitment to animal welfare issues.

### **Skills and Experience**

- Ability to communicate skillfully and effectively with a diverse staff, volunteers and community in a professional, pleasant, respectful, and courteous manner at all times.
- Strong interpersonal skills to handle sensitive and confidential situations.
- The ideal person for this job would be a team player, personable, professional, upbeat, and energetic, who takes initiative, uses tact, diplomacy and uses great customer service skills.
- Experience developing and implementing policies and procedures in a positive and fair manner.
- Ability to problem solve and work with minimal supervision.
- Ability to set goals, and work independently to plan and carry out projects.
- Strong presentation skills both one-on-one and in a group setting.
- Demonstrated ability to foster a cooperative work environment.
- Proven attention to detail with organizational and time management skills.
- Experience in care for and handling cats and dogs in a safe, effective and humane manner.

**Computer Skills:** Proficiency with Microsoft Windows and Office applications, especially Word, PowerPoint, and Excel. Comfortable learning new systems, including online information systems (i.e. Volgistics) and shelter software such as Petstablished.

**Physical Demands:** While performing the duties of this job, the employee is frequently required to stand, walk, sit, climb stairs, balance, and stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 25 pounds. Work at a computer for extended periods to include repetitive typing, arm and hand motion. Lifting and handling dogs and cats, including bending and stooping.

**Work Environment:** There will be exposure to dust, heat, cold and temperature changes; occasional wet floors, and animal noises, odors and dander. Time will be split between a typical air conditioned and heated office environment, a kennel environment, and at community events.

I agree that I will at all times faithfully, industriously, and to the best of my skill, ability, experience and talents, perform all of the duties required of this position.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Executive Director Signature: \_\_\_\_\_

Date: \_\_\_\_\_