



## **JOB DESCRIPTION**

### Volunteer Support Manager

Department: Volunteer Support and Customer Care  
Reports To: Director of Volunteer Support and Customer Care  
Salary Grade: 5 - Exempt

---

#### **Job Summary**

The Volunteer Support Manager, as part of a larger cross functional team, is primarily responsible for analyzing, developing, recommending, implementing, and managing strategies for volunteer development, volunteer recruitment and retention, onboarding, and support; team effectiveness; and high quality community engagement for the council. This position will accomplish this by collaborating and mentoring with team members as well as supporting our service unit leadership teams in an assigned area.

#### **Essential Duties and Responsibilities:**

- Support service unit managers and service unit administrative volunteers as they progress through the volunteer management system (recruitment, interviewing, screening, orientation, training, placement, tracking, recognition and release/resignation or reassignment).
- Provides a yearly Service Unit health analysis of each service unit in order to make recommendations to staff and service unit managers working with the service unit.
- Collaborates with team to select appropriate monthly topics, schedule speakers, and advertise through the monthly volunteer meetings and Email blasts.
- Maintains forms and tools that support the service unit structure.
- Effectively conduct conflict resolution and coaching as necessary.
- Collaborates in the planning and implementation of large annual volunteer events.
- Utilize effectively a database of council membership, including accurately recording volunteer history, experiences, and development.
- Provides back-up to team with customer support, recruitment, and system tasks.
- Ensures that team projects become reality and that team goals are accomplished.
- Prepares a variety of status reports, including weekly activity reports, team status reports, special project reports, or others as assigned.
- Performs additional duties as assigned.

#### **Minimum Qualifications**

##### **Education and Experience:**

- High School Diploma or equivalent.
- Must have a valid driver's license within the state of employment.

##### **Required Skills and Abilities:**

- Familiarity with database management.
- Ability to help with development of business and strategic plans.
- Strong communication skills – both written and verbal.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.

##### **Physical and Schedule Requirements:**

- Must be able to lift and carry up to 25 pounds.
- Prolonged periods sitting at a desk and working on a computer.
- Physically able to move through and between offices, program centers, and other off-site locations as needed.

