



## Job Description

**TITLE: Volunteer Manager**

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**FLSA:** Exempt (Salary)

**REVISED:** December 8, 2017

**REPORTS TO:** Director of People Care

**SUPERVISES:** Monitors assigned volunteers and Volunteer Program Coordinators.

### Position Summary:

This is a public-facing position responsible for oversight and administration of The Animal Foundation's (TAF) Volunteer Program. Responsibilities include design, planning, implementation and direction of the program to promote The Animal Foundation's mission, guiding principles and values.

### Essential Duties and Responsibilities:

- Develops and maintains volunteer opportunities to promote the organization's development, operational strategies and goals. Responsibilities include individual, corporate group volunteers, and community service workers.
- Manages the orientation and training of volunteers making sure all aspects of the training are in accordance with the organization's mission and philosophy; updates training materials and programs as needed and alerts volunteers to relevant education opportunities.
- Develops and implements strategies to recruit volunteers; responds to inquiries regarding the volunteer program. Screens potential volunteers for opportunities aligned with their skills.
- Maintains volunteer personnel records noting special skills and interests; records volunteer duties and hours and notes incidents and injuries; prepares operational reports on volunteer activities.
- Responsible for revenue acquisition by hosting corporate volunteer groups.
- Researches corporations that support employee volunteering by donating volunteer funding to nonprofits hosting the corporation's employee volunteers. Conducts meetings with these corporations to acquire volunteer funding.
- Responsible for follow-up on acquiring all corporate volunteer funding due to TAF. Manages, monitors, and reports on volunteer funding.
- Works closely with our Development team in developing a strategy in approaching corporations that does not infringe upon or cannibalize corporate support or funding that is already in place.
- Recognizes that the corporate relationship always resides first with TAF's Development team and revenue acquisition for this position is always focused on acquiring funding that would only come to TAF via corporate volunteering.
- Prepares budgets as well as assuring program expenses are aligned with approved budgets.
- Prepares and distributes calendar of volunteer job assignments and monitors compliance by volunteers; regularly surveys staff to reassess needs for volunteer assistance and updates job assignments as needed.
- Provides direction, training and support to staff concerning administration of volunteer program.
- Establishes a climate that encourages TAF employee and volunteer satisfaction, where both volunteers and TAF employees feel respected, empowered to do meaningful work, and capable of professional communication that enables both groups to work together in accomplishing the foundation's goals.
- Monitors volunteers in performance of duties via face-to-face contact. Provides them continuous feedback, periodic performance evaluations and special guidance when requested or required; conducts recognition programs to honor volunteers; resolves disputes and dismisses volunteers not fulfilling the required duties.
- Values and appreciates each volunteer, their duties, and their contribution. Ensures all TAF



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volunteers and community partners have a positive experience and utilizes a relationship based approach to maximize retention.

- Helps to provide suitable and trained volunteers for events and other special situations as requested by department managers. Works with Event Manager and Outreach Coordinator to meet event volunteer needs.
- Manages TAF's Community Service programs.
- Confers with volunteer directors of nonprofit organizations to keep abreast of innovative management techniques.
- Liaises with community organizations and businesses to promote the organization's mission and expand the potential volunteer base; fulfills speaking engagements and prepares media releases when appropriate.
- Maintains a professional appearance at all times.
- Provides information and assistance to internal and external contacts as required.
- Contributes to the efficiency and effectiveness of the organization's service to the community by offering suggestions and directing or participating as an active member of a work team.
- Other duties as assigned.

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

- Equivalent to a Bachelor's degree in a closely related field.
- Three (3) years of professional experience in managing volunteer services.
- Professional experience may be substituted for education on a year for year basis.

**License & Certification Requirements:** Class C Nevada Driver's License.

### **Required Knowledge and Skills:**

Knowledge of:

- Principles and practices of volunteer management and volunteer support
- Principles and practices of program management.
- Principles, practices and how to train on customer service techniques.
- Principles and practices of training, conflict resolution, recognition, and development.
- Effective interviewing techniques.
- Standard office practices and procedures, including record keeping systems and the operation of office equipment, computers, and associated software.
- Techniques for dealing effectively with co-workers and the public, in person and over the telephone.
- Correct business English, including spelling, grammar and punctuation.

Skill in:

- Meeting with, and presenting to, individuals or groups of people.
- Conducting funding conversations with corporate leadership.
- Developing and conducting public training programs and classes.
- Working with internal operations to assess and staff volunteer opportunities.
- Dealing tactfully and effectively with staff, volunteers and the general public.
- Identification of strengths and weaknesses of volunteers through effective interviewing and personal observation.



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- Communicating, relating and interacting with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.
- Setting priorities, coordinating multiple activities and meeting critical deadlines.
- Use of business software and associated computer hardware.
- Communicating effectively in oral and written forms.
- Working without close supervision in standard work situations.
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.
- Assuring integrity and accuracy of work product.
- Preparing clear and concise reports, correspondence, instructions and other written materials.

### **Working Conditions and Physical Effort:**

Physical ability and mobility to walk, reach with hands and arms, climb or balance, stoop, kneel, crouch and crawl. Strength to lift and/or move materials weighing up to 25 pounds frequently, 50 pounds occasionally. Vision to read printed materials. Stamina to sit and work with computer for an extended period of time. Hearing and speech to communicate in person or over the telephone. Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Job incumbent is regularly exposed to animals, animal waste, potentially harming cleaning chemicals, high noise and potentially hazardous conditions, including the risk of animal bites and occasional work outdoors for extended periods of time while exposed to cold and extremely hot temperatures.

All employees work in a culture of continuous improvement and are expected to support TAF's mission. Employees must be able to clearly articulate our goals, actively participate in outstanding customer service, and accept responsibility for maintaining our culture of philanthropy.

***This job description is intended to describe the general nature and level of work expected of this position. This description is not intended to be construed as an exhaustive listing or description of all responsibilities, duties and skills required of incumbents in the job.***

Regular work schedule may include Saturdays, Sundays, and holidays.

If you meet the minimum qualifications for education and/or experience described above, you are encouraged to [fill out an online application](#). For unpaid or volunteer opportunities, please visit our [website](#).

This job is open until filled. After it's filled, we may continue to accept applications, to establish a list for future vacancies.

Pay and Benefits:



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Fair pay and good benefits, including employer contribution to health insurance, and paid time off for full time employees. All jobs are regular full time, unless noted otherwise. Our summary of our benefits may be found [here](#). Additional benefits are available for certain positions.

### About Us:

The Animal Foundation is a private, non-profit agency dedicated to making a difference in the lives of animals in the Las Vegas Valley. To promote the humane treatment of animals, The Animal Foundation operates Nevada's largest open-admission shelter (Lied Animal Shelter), taking in approximately 30,000 lost, unwanted and abandoned pets every year. Additionally, the Foundation offers adoption services, lost and found services, volunteer and foster opportunities, and low-cost spay and neuter and vaccination clinics. To learn more about The Animal Foundation, the jobs available, and an online application form, visit [our website](#).

We envision a humane and compassionate community for all animals. Our mission is save the lives of all healthy and treatable animals in the Las Vegas Valley.

**Apply for this opening by clicking here: [Job Application Link](#)**