

Bridging The Gap

Position Description

Job title	<i>Volunteer Services Manager</i>
Reports to	<i>Programs Director</i>

Job purpose

The **Volunteer Services Manager** is responsible for planning, organizing and directing the volunteer needs and opportunities for Bridging The Gap to support programming and operational goals. The primary function of the position is to develop and implement a strategy for mission-driven volunteer engagement. The Volunteer Services Manager will also provide direction for the day-to-day management and future growth of the volunteer program initiating recruitment strategies and providing guidance to ensure a rewarding volunteer experience.

Primary Duties and Responsibilities

- Promotes and maintains Bridging The Gap volunteer base through outreach to individuals, community-based organizations and groups, colleges/universities, and corporations to increase awareness and gain community support
- Works closely with program managers to periodically assess needs for volunteer expertise and level of volunteer staffing.
- Trains staff to provide guidance and oversight of volunteers working in various programs.
- Assesses opportunities and need for volunteers to enhance program delivery and administrative services.
- Conducts ongoing evaluation of the volunteer program, its processes, policies and activities; recommends and implements improvements as necessary.
- Ensures all volunteer data is gathered, tracked and communicated throughout the organization using tools including Salesforce.
- Plans and implements formal and informal volunteer recognition activities to show appreciation for the contributions of volunteers to the organization.
- Develops and maintains a volunteer manual for internal use that provides information and guidelines for staff.
- Maintains ongoing communications with volunteers through email, news blasts, newsletters and print materials.
- Develops and administers annual volunteer satisfaction survey; compiles and reports the results to staff.
- Tracks the activity, outputs and outcomes of volunteer contributions, and monitors the quality of the volunteer experience.
- Responds to internship requests; assess interests/skills of interns and matches with appropriate staff or projects.
- Plans and participates in special events as needed.
- Other job-related duties as requested and subject to reasonable accommodation.

Qualifications

- Minimum of 2 to 3 years managerial or related work experience in a non-profit or charitable organization, preferably as a volunteer manager.
- Minimum 4-year bachelor's degree in nonprofit management or related field.
- Proven experience working with the public, developing and maintaining excellent relationships to support goals/mission.
- Excellent organizational, time management skills, and ability to seize opportunities and think creatively.

- Excellent organizational and communication (written and verbal) skills.
- Demonstrates positive leadership skills and the ability to positively influence volunteers to effectively meet the needs the organization.
- Ability to think strategically about volunteer linkages to development.
- Experience planning and managing special events.
- Work collaboratively and effectively on a small team with high accountability.
- Skill using information technology, social media, and basic office software. Familiarity with Salesforce databases is desirable but not required.

Working conditions

The Volunteer Services Manager will perform duties primarily in an office setting. May occasionally need to work outdoors at volunteer recruitment and special events. Will interact frequently with internal and external customers in person, by phone and through electronic correspondence.

Physical requirements

Ability to sit and work at a computer for prolonged periods. May require standing for prolonged periods at outdoor events. Ability to lift up to 20 lbs.

Positions Supervised

Provides general management and oversight of volunteers and interns to insure success of programs and organization.

Salary & Benefits

Benefits include 90% employer-paid health, dental and vision insurance; 100% employer-paid disability and life insurance; two weeks of paid vacation; two paid personal days off; paid time off on the employee's birthday; and paid time off between Christmas and New Year's Day. Bridging The Gap offers flexible scheduling, a supportive team atmosphere and a dog-friendly office.

Bridging The Gap is an equal opportunity employer and values a wide variety of experiences and perspectives.

To apply, please send (email preferred) a resume and a cover letter relating your education and experience to this position to:

Bridging The Gap
Attn: Tru-Kechia Smith
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