

Bridging The Gap Position Description

Job title	<i>Volunteer Services Manager</i>
Reports to	<i>Director of Environmental Justice and Organizational Growth</i>
FLSA	<i>Exempt, full-time</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's 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 and staff to develop needs assessment for volunteers.
- Trains staff to provide guidance and oversight of volunteers working in programs.
- Assesses opportunities and needs for volunteers to enhance program delivery.
- 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 providing information and guidelines for staff.
- Maintains ongoing communications with volunteers through social media, email, news blasts, newsletters and print materials.
- Main point of contact for community and business leaders for all current and future volunteer partnerships and programs.
- Tracks the activity, outputs, and outcomes of volunteer contributions, and monitors the quality of the volunteer experience.
- Assists with planning the organization's annual gala and participates in special events as needed.
- Actively participates on the organization's social media team providing guidance, maintaining communications, and providing volunteer updates and opportunities.
- Occasionally leads neighborhood litter abatement activities.
- 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 communication (written and verbal) skills.
- Demonstrates positive leadership skills and the ability to positively influence volunteers to effectively meet the organization's needs.
- 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 to 20 lbs.

Positions Supervised

Volunteers, interns

Salary & Benefits

Benefits include 90% of health, dental, vision, life and 100% disability insurance, 2 weeks of paid vacation, 14 paid holidays including between December 24th and New Year's Day, supportive team atmosphere and a dog-friendly office.

Pay range is \$42,000 to \$56,000

Bridging The Gap is an equal opportunity employer and understands the value of having a team with a diversity of experiences and perspectives to optimize our potential for compassion, collaboration, creativity, and excellence in service. BTG encourages people from all backgrounds to apply.

To apply, please send a cover letter and resume to:

Glenda Swinton

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