



Job Description

Job Title: Volunteer Manager

Work Location: AZCEND Main

Division/Department: Development

Reports to: Development Director

- Full-time**
- Part-time**
- On-Call**
- Temporary**

- Exempt**
- Non-exempt**

Work Schedule: This position primarily works standard business hours (Mon-Fri: ~8:00 am – 4:30 pm), and the third Saturday of each month (8am -12pm), subject to periodic variation and changes with prior notice.

Position Summary: The Volunteer Manager will maintain, grow and enhance AZCEND’s Volunteer Program by managing all aspects of its daily operations. This includes recruitment, training and scheduling of individual and group volunteers as well as managing the Volunteer database. The Volunteer Manager will work closely with the AZCEND Development Director to coordinate special volunteer and visitor groups, support special events and assist with other projects as needed. This position helps to support AZCEND’s five core programs which include its Food Bank, Family Resource Centers, Neighborhood Assistance Services, Senior Programs and Homeless and Housing Program.

Essential Functions:

- Maintain an organizational climate that attracts, motivates, supports, and retains high quality volunteers who are committed to serving the community
- Recruit volunteers through multiple sites including JustServe and VolunteerMatch
- Grow the Volunteer program through community outreach efforts to individuals, corporate groups, community-based organizations, civic groups, high schools, colleges and universities
- Schedule and facilitate volunteer orientation sessions, volunteer meetings and trainings
- Update Volunteer job descriptions per program area
- Review Volunteer Applications, assess skills, interest, and expertise of candidates, check references and interview potential candidates
- Coordinate individual volunteers and groups to fulfill volunteer vacancies within all departments
- Manage and ensure adequate supervision of Volunteers in collaboration with Program Managers during typical and non-typical business hours
- Provide opportunities for service learning students
- Effectively manage the Volunteer program budget
- Create and update volunteer policies and procedures manual
- Engage with volunteers daily and provide feedback and additional guidance as needed

- Manage and track volunteer service hours and provide timely and accurate volunteer reporting to funders and agency leadership as requested
- Identify high profile volunteers and make connections with the development team
- Share best practices regarding current trends, resources and information related to volunteer management
- Nominate volunteers for outside recognition (Governors Award, For Our City Chandler, Chandler Gives Back etc.)
- Plan, coordinate and facilitate annual volunteer appreciation event as well as support other development sponsored signature events and fundraisers
- Actively seek, develop and maintain community collaborations and partnerships; routinely interface with key stakeholders internally and externally
- Plan and execute strong presentations in front of audiences of all sizes, including representing AZCEND at community events
- Promote each department of the organization in the community through civic groups and schools
- Provide tours of AZCEND to partners, employees, prospective volunteers, community service workers and others, as needed
- Maintain ongoing communications with volunteers through email, newsletter, and/or social media
- Provide volunteer updates and content for AZCEND social media platforms
- Acquire photographs and photo releases of all AZCEND volunteer activities for publication; coordinate the collection of photographs with other departments
- Capacity to inspire, influence and motivate others;
- Create volunteer informational materials for programs, the agency website and annual report
- Other duties as assigned

AZCEND Employee Essential Functions:

- Exercise confidentiality, sensitivity and professionalism while upholding organization values and goals
- Participate in on-going training and professional development
- Work collaboratively as a team member

Duties and responsibilities may change or new ones may be assigned at any time with or without notice.

Qualifications:

- Bachelor's Degree
- Minimum 2-3 years experience working with volunteers in a human service setting
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- Prior management/supervisory experience
- Experience working with and managing a Volunteer database, Volgistics highly preferred
- Commitment to and experience working with a diverse range of people including vulnerable populations
- Confident and experienced individual and community relationship builder
- Ability to think strategically about volunteer linkages to development
- Experience planning and managing small events
- Enthusiastic, positive leader with strong organizational skills and attention to detail
- Effective problem solver who works well under pressure
- Persuasive oral and written communicator who is comfortable interfacing with internal and external customers
- Strong computer skills, including internet proficiency, Microsoft Office applications, Google Products, Bloomerang knowledge preferred
- Work well independently with minimal supervision
- Must be able to obtain a Level One fingerprint clearance card from DPS and pass a Central Registry background check
- English and Spanish - bilingual highly preferred

Physical Activities and Demands:

- Constantly
 - Perform the essential job functions consistent with the ADA and other federal, state and local standard in a safe and successful manner
 - Remain in a stationary position, often standing or sitting for prolonged periods
 - Perform repeat motions that utilize the wrists, hands, and/or fingers
 - Maintain regular, punctual attendance consistent with the ADA and other federal, state and local standards
 - Communicate with others to exchange information, via use of computer, software systems, email, and phone
 - Assess the accuracy, neatness, and thoroughness of the work assigned
- Occasionally
 - Ascend or descend ladders, stairs, ramps, and the like
 - Move as needed to accomplish essential functions which may include traveling to another work site
 - Adjust or move objects up to 20 pounds in various directions
 - Operate light machinery and/or power tools, as well as a motor vehicle

Environmental Conditions:

Most work is performed in an office building; however, on occasion, work is performed in:

- low or high temperatures
- outdoor elements such as precipitation and wind
- noisy environments
- areas with poor ventilation

- small or enclosed spaces