

<b>Job Title</b>	<i>Volunteer Programs Manager</i>
<b>Reports To</b>	<i>Director of Marketing</i>

### Job Purpose, Duties & Responsibilities

This individual is “the face” of our Volunteer Program responsible for facilitating the application process, scheduling and on-boarding for all new volunteers via their required orientation to HSHC. You will serve as the first point of contact for all special Corporate/Group Volunteer requests and coordinate with the Facilities Manager/Operations Team to determine the appropriate project/scheduling of their service. All group projects related to the building, grounds, cleaning, laundry, etc. **will be scheduled and supervised by the Facilities Manager.**

This individual serves as the primary “voice” of our volunteer program responsible for drafting and distributing general e-communications to the volunteer base, including our monthly volunteer newsletter, with input from our Facilities Manager, Marketing Team, and Operations Team.

This individual is responsible for supporting the Marketing Department’s volunteer needs, scheduling and facilitating shelter tours, and serving as the first point of contact for all Corporate Group Volunteer Days and other organized group projects as outlined below. You will also work in collaboration with the Facilities Manager on the development and implementation of volunteer recognition programs and initiatives, as well as the planning of quarterly all-volunteer meetings. And, you will help HSHC both develop and facilitate a formalized youth volunteer program and youth summer camp.

### Duties & Responsibilities

#### New Volunteer Orientation Process

- **Establish an orientation schedule.** The weekly/monthly schedule you set should be designed to ensure all approved volunteer applicants attend an orientation within **no more than 30 days of application receipt.**
  - Because most people work during the day, volunteer orientations need to be scheduled in the evenings (6PM) and/or a Saturday (time TBD) to offer sufficient opportunities to attend. These schedules are fluid based on volume of applicants and should be communicated/coordinated with the Director of Marketing/Facilities Manager to ensure schedules are posted where need be (e.g., website) and there is no double booking of the Education Center.
  - Review all volunteer applications on a daily basis for approval and scheduling.
  - Applicants should be notified of their assigned orientation date/time—**or if there are questions/concerns re: their application or eligibility--no more than 5 business days of application receipt.**
  - A list of all new volunteers confirmed (paid) for upcoming orientations, along with the date of their scheduled orientation and T-Shirt/badge information, should be provided to the Facilities Manager every week so she can place an order for these items ensuring they’re always in stock.
  - **NOTE:** The Facilities Manager is responsible for ordering for all volunteer shirts, badges, creating name badges, maintaining/updating the Volunteer Handbook. The Facilities Manager should ensure these items are prepared and provided to the Volunteer Manager in time for each orientation. New volunteers should leave orientations with a volunteer T-Shirt, badge, volunteer handbook, and clear communication/instruction on next steps (hand off) in the process. Should it be determined (and approved) for a volunteer to have key fob access to the building, the Facilities Manager will program, provide, and keep track of these key fobs.

- **Facilitate all new volunteer orientations.** Inspire, motivate, excite, and train all new volunteers on the history of HSHC, our mission, philosophy, needs, opportunities, HSHC programs and services, and general volunteer program guidelines/ requirements. Your presentation delivery will be a combination of compelling PPT slides, video, and YOU.
  - **Ensure all volunteers sign their wavier of liability and you have this on file.**
  - **Take volunteers on a guided tour.**
  - **Close with Q&A and direction on what the next step is depending on their areas of interest.** You should provide a one page document for 'Step 2' that explains the 'Buddy System', training requirements for areas of interest (Dog Walking, Cat Socialization, Animal Care/Cleaning, Laundry, Dishes, Marketing, etc).
  - **Distribute shirts, badges and take payment for items not prepaid.**
  - Unless a volunteer has a specific interest in doing ONLY special administrative projects for marketing that do not involve animal interaction (e.g., donor thank you's), ***then ALL new volunteers should be handed off to the Facilities Manager at this point to ensure Step 2 (eg. Buddy assignments, specific training) occurs as needed.***
  - Until volunteers complete the next step in their personal journey, **the Volunteer Manager will remain their primary point of contact for any questions/concerns.**
- **Listen, learn, and connect.** Listen to new volunteer introductions and identify opportunities via their applications that may present additional opportunity for development into a "Champion," corporate or event sponsor, major gift donor, or that they are an influencer in our community. Connect these volunteers with the appropriate team member(s) to further develop those opportunities.
  - Identify/recruit existing volunteers for "Lead" positions within the organization as needed.
  - Promote "Lead" or special volunteer assignments as requested during the orientation process.
  - Meet with the Facilities Manager, Director of Marketing and Director of Operations on a weekly basis to ensure our ongoing and/or new volunteer needs are fulfilled in a timely manner and promoted/ communicated during our volunteer orientations.

## General Volunteer Program Management & Collaboration

- Collaborate with the Facilities Manager, Director of Marketing, and Director of Operations to develop and implement ***a formalized volunteer retention and recognition program*** including special recognition, benefits, and inclusion of Lead Volunteer at HSHC events.
- Coordinate with the Facilities Manager, Director of Marketing and Operations Manager to schedule, communicate, prepare an agenda, and any necessary presentation materials, for our quarterly "all-volunteer" meetings.
- Coordinate with the Facilities Manager to plan monthly meetings with Lead Volunteers (both marketing and operations) to ensure they're receiving necessary support, training, and engagement.
- In collaboration with the Facilities Manager, Dir of Marketing and Dir of Operations, you will draft and distribute all general or special announcements sent to our volunteer base including our monthly volunteer newsletter.
- Coordinate with the Facilities Manager on volunteer data management, tracking, and generation of requested reports.

## Management of Volunteers Supporting HSHC Marketing Events & Special Projects

- Post all **MARKETING** related volunteer needs/positions in Volgistics and schedule appropriate volunteers to fulfill those needs/positions. This includes, but is not limited to, volunteer roles that support our major fundraising events, grass roots events, adoption events, retail shop, and special marketing projects.
- Ensure marketing volunteers receive the necessary training and communications required to successfully fulfill these roles, including your supervision of volunteers assigned to our three major fundraisers—*Wine, Wags & Whiskers*, *Woofstock*, and *Tinsel & Tails*.
- Coordinate with the Behavior Team and Facilities Manager to strategically select which shelter animals should attend off-site events, and the appropriate volunteer ‘handlers’ who should accompany them.
- Marketing volunteer specific questions, concerns, and/or conflicts should be reported to the Volunteer Programs Manager and addressed with guidance from the Director of Marketing.
- Maintain a list of unpaid intern applicants interested in volunteering their services and in what areas.

## Corporate Volunteer Groups/Organized Group Tours

- Serve as the primary point of contact for all **Corporate/Group Volunteer Day Project** requests handing them off to either the Community Outreach Manager AND/OR Facilities Manager based on their desired area of focus/assigned project.
- Serve as the primary point of contact for all shelter tour requests (**adult or youth**) and subsequent scheduling and facilitation. Depending on the group, it may be appropriate to include the Community Outreach Manager who should always be informed of any corporate, general, or youth group (e.g., Scouts, clubs, schools) who requests a tour of the facility.
- Any youth group tour requests tied to an organized fundraiser or in-kind donation should be coordinated in tandem with the Community Outreach Manager. (*e.g., Survivor program/specific animal fundraiser, donation drive, hand-made toys/blankets, etc., that are being dropped off by a group when they come in for a tour.*)
- Maintain a database of all businesses and their contacts who request shelter tours or to do special volunteer projects with their employees.
- Provide a list of all schools, scouts, or other youth groups contacting HSHC for a shelter tour, fundraiser, etc. to our Community Outreach Manager.

## Youth Volunteer Programming & Other

- Oversight, planning and facilitation of our new Birthday Party Program.
- Collaborate with the Community Outreach Manager, Director of Marketing, and Director of Operations to conceptualize, develop and implement a formalized youth volunteer program in 2021 upon review and approval of the President/CEO.
- Collaborate with the Community Outreach Manager & Director of Marketing to conceptualize, outline and propose a Youth Summer Camp Program for roll out in 2022.

## Qualifications

### Applicants MUST:

- Embrace our no-kill philosophy and be driven by our life saving measures.
- Be proficient in Microsoft Office (Excel, Word), Web-based database management (e.g., CRM, Salesforce, Volgistics). Experience using shelter related software like PetPoint or Chameleon a plus!
- Be a self-starter with a lot of initiative, problem solving skills & the ability to work with minimal supervision
- Be an excellent communicator—both written and verbal.
- Be a confident and skilled public speaker and program presenter.
- Be a natural people-person & “cheerleader” who positively motivates others & has a knack for diplomacy.
- Be flexible to work nights and weekends.
- Have reliable transportation.
- Be able to excel in a high paced work environment where you are surrounded by the distractions of animal sounds, smells and their respective allergens.
- College degree preferred but not required.
- Be able to lift a minimum of 25lbs without health risk.