



<b>Title:</b> Volunteer Program Manager	<b>Employment Status:</b> Full-Time
<b>Department:</b> Operations	<b>FLSA Status:</b> Exempt
<b>Reports to:</b> Director of Volunteer Engagement	<b>Supervises:</b> Volunteer Program Coordinator
<b>Starting Range:</b> \$38,900 - \$47,100	<b>Benefits Available:</b> Health Insurance; 401k match; PTO – sick, vacation, holidays; and more

**GENERAL DESCRIPTION:** The Volunteer Program Manager is responsible for overseeing the construction and office volunteer programs including recruitment, processing, management, scheduling, appreciation, training, and retention. The position works as a part of the Volunteer Team to help grow the construction and office volunteer programs in support of the overall Volunteer Program at Habitat Metro Denver. The Volunteer Program Manager also works closely with Construction and Resource Development departments to create a positive and productive atmosphere for volunteers.

**CORE RESPONSIBILITIES:** Core responsibilities for the Volunteer Program Manager include:

**Program Management**

- Oversee all elements of the construction and office volunteer programs to ensure that the organization’s volunteer needs are met
- Work collaboratively with Construction Managers to manage the volunteer build schedule
- Manage the Core Construction Volunteer program including identifying needs for each construction program, recruitment, communications, training, and appreciation
- Organize semi-annual volunteer appreciation events
- Track, report and analyze volunteer data using the Raiser’s Edge and VolunteerHub
- In partnership with other departments, work to advance the Service Enterprise Initiative, a national change-management and capacity-building program that is transforming the way we engage volunteers to better meet our mission
- Monitor office and construction volunteer experience through feedback surveys
- Work with staff to handle any volunteer concerns or issues and continually improve the volunteer experience
- Collaborate with Outreach Manager on ongoing volunteer outreach plans and special build days
- Support the Director of Volunteer Engagement in training staff on volunteer engagement best practices
- Manage and develop strategic partnerships with organizations that provide hands-on skills training through volunteering with Habitat
- Work with Construction Staff to develop construction crew leader volunteer program
- Coordinate with Construction Staff on days when weather necessitates delays or cancellations, and communicate changes to volunteers.

**Resource Development**

- Work collaboratively with Development team to manage the volunteer build schedule
- Coordinate the scheduling of corporate and faith sponsor volunteer groups

**Communication and Planning**

- Ensure that the Director of Volunteer Engagement is fully informed and appropriately engaged in all planning and programmatic activities

- Maintain regular contact and build relationships with Core Construction Volunteers
- Communicate regularly with Construction, Resource Development, and Family Services about volunteer coordination and scheduling

#### **Leadership and Human Resource Management**

- Enhance the organization's culture by reinforcing core values and fostering a positive work environment.
- Manage the Volunteer Program Coordinator including monitoring performance on a regular basis and conducting annual performance review

Other duties as assigned

#### **KNOWLEDGE, SKILLS, ABILITIES:**

- Enthusiastic and teamwork focused, with a strong customer service orientation
- Well organized and detail oriented
- Effective leadership and team building skills
- Self-motivated, able to both work independently and actively contribute as a member of the Volunteer team.
- Possess tact and flexibility
- Diplomatic in delicate situations with volunteers, staff, donors, and other stakeholders
- Ability to manage direct reports
- Exceptional organization and oral and written communication skills
- Ability to manage multiple projects simultaneously
- Excellent interpersonal skills and experience interacting with people from diverse backgrounds

#### **EDUCATION, EXPERIENCE:**

- BA/BS Degree
- 2 years experience in the field of volunteer management or equivalent combination of experience, education and training.
- Personal volunteer experience
- Must be proficient in Microsoft Office Suite; database experience strongly preferred

#### **PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:**

- Ability to work at a computer for extended periods of time
- Ability to travel to and from meetings and appointments in locations and times when public transportation is unavailable
- Some weekend and evening hours required

#### **WORK ENVIRONMENT AND CONDITIONS:**

- Most work done indoors in an office or meeting setting
- Shared office environment
- Heavy phone call and e-mail volume
- Participation in special events
- A valid driver's license and the ability to be insured under HFHMD's auto insurance policy is required.

Interested candidates should submit resume and cover letter to Richelle Rothman at [HRRcruiting@habitatmetrodenver.org](mailto:HRRcruiting@habitatmetrodenver.org) by March 18 for consideration.