

Volunteer/Community Out Reach Manager Job Description

Position: Volunteer/Community Outreach Manager

Exempted Position: Fulltime-Full Benefit. (Will consider part time applicants)

Report to: President/CEO

General Job Description:

Primary: The Volunteer/Out Research Manager supervises volunteers and provides direction, coordination, and consultation for all volunteer functions within the food bank to: Strengthen public or private programs. Involve a community of supporters as described in the duties outlined below.

Secondary: The Volunteer Manager is responsible for scheduling all tours for the Food Bank.

The position manages the Volunteers while working in an unstructured environment with numerous interruptions throughout the day.

Job Duties and Responsibilities (Other duties may be assigned as appropriate.)

- Develop, promote, and maintain a wide range of volunteer opportunities within the organization
- Survey staff regularly to assess needs for volunteer assistance
- Maintain Volunteer Service Descriptions for each volunteer assignment
- Ensure volunteers are staffed to support the various areas of operations, to include visitor service areas, exhibits and education, special events, development, and marketing/communications
- Recommend the most efficient use of volunteers, appropriate volunteer/supervisory mix, and future workforce needs to support volunteer program operations
- Conduct and/or arrange for volunteer orientation and training Schedule all volunteer activity, including docent tours
- Develop and manage volunteer policies, procedures, and standards of volunteer service
- Assess visitor feedback received through comment forms
- Organize and participate in volunteer recognition programs and special events
- Evaluate all aspects of volunteer programs to ensure effectiveness and to recommend/implement changes as appropriate
- Maintain accurate records and provide timely statistical and activity reports on volunteer participation
- Recruit, interview and place applicants for volunteer work
- Host and attend recruiting events within the community to attract qualified candidates
- Work with Marketing and Public Relations and professional associations to publicize opportunities for volunteers
- Develop and maintain relationships with other volunteer organizations within the area
- Provide ongoing support and guidance for volunteers
- Act as a single point of contact for communications

- Confer with volunteers to resolve grievances and promote cooperation and interest
- Create and distribute various communications and publications
- Author monthly newsletter, "Volunteer View"
- Facilitate distribution of information relevant to volunteers
- Author written communications such as letters, Museum practices, instructions, or other media, as appropriate
- Conduct tours as needed or requested
- Assist with other volunteer organizations established by other departments, including education interns, education volunteers, development volunteers including the Regional Council, and membership volunteers including the Zodiac group
- Identify community outreach opportunities such as fairs, festivals, local markets and organizations
- Maintain schedule of opportunities
- Work proactively with staff to provide accurate information and assistance to the volunteer
- Develop and oversee program budget
- Remain current in general office technology
- Train volunteers to use office and specialized equipment when appropriate
- Coordinate reservations for group tours
- Handle telephone, voicemail, written, and e-mail inquiries for information regarding group visits
- Inform volunteers of all MADF'S policies
- Send out volunteer opportunities and brochures, as appropriate
- Maintain volunteer schedule in an accurate and timely fashion
- Send confirmation and reminders
- Work with volunteers and admission staff to manage/assist groups before they arrive and upon arrival to provide the best experience and minimize confusion and problems for other visitors
- Maintain previous tour list for mailings
- Build relationships with groups through service and follow up communication that results in return group visits
- Conduct post-visit calls to track successes and identify problems so that relationships are maintained and system improvements are made

Primary responsibilities for Community Outreach:

- Help develop and implement outreach strategy,
- Help manage and build relationships with public officials, local media, and community partners,
- Organize and attend community events to represent MADF,
- Develop and manage a team of community outreach ambassadors,
- Design and implement process-based approaches to tasks,
- Build organizational resources for the food bank,

The ideal candidate for this position has:

Requirements:

- 2+ years community organizing and volunteer management
- 1+ year management experience,

- Strong connections to community organizations,
- Familiarity with a broad range of communities and neighborhoods in Tacoma, Washington,
- Keen relationship management and coalition building skills,
- Team management and motivational,
- Strong verbal and written communication skills,
- Organized, systems-approach and process discipline,
- Honed inter-personal skills and appreciation for teamwork,
- Enjoys taking initiative where needed,

- Enjoys learning new things and problem-solving at fast pace,
- Associate degree
- Valid Driver's license
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Equal Opportunity Employer

It is the policy of MADF to provide employment opportunities without regard to race, color, religion, creed, ethnicity, national origin, alienage, citizenship status, age, marital status, partnership status, disability, sexual orientation, gender (sex), military status, prior record of arrest or conviction (except as permitted by law), predisposing genetic characteristics, or status as a victim of domestic violence, sexual offenses and stalking, and to maintain an environment free of harassment on any of the above-noted grounds, including sexual harassment or retaliation.

MADF strongly encourages diverse candidates to apply.