



Job Description: Volunteer Services Manager

Purpose: To further the mission of Habitat for Humanity Saint Louis (HFHSL), by managing all aspects of volunteer community outreach efforts including recruiting and cultivation for affiliate volunteer staffing needs. The position will develop and implement programs and processes to recruit, screen, train, place, schedule, retain/support, and recognize/appreciate all individual and group volunteers (including but not limited to major donors, Specialty Build, Build Up, ReStore, Committee, Construction Leaders, and individual volunteers) for the affiliate.

Duties and Responsibilities:

A. Policy and Planning—Volunteer Services

- **Planning:** Work with Director of Resource Development to develop and implement long-term strategic plan to increase overall volunteer participation and retention for the affiliate.
- **Construction Leadership Recruitment:** Oversee construction leadership recruitment, management, training, retention, and appreciation in partnership with the Leading Edge (LE) Committee. Collaborate with the LE Committee, to develop a long-term recruitment and retention plan to increase the number of skilled volunteer construction leaders on all HFHSL build sites. This may include marketing, advertising, and presentations at various organizations in the metro area.
- **Policy:** Develop volunteer related policies, practices, procedures, and support materials (i.e. manuals, brochures, job descriptions, recruitment and training materials, build day packets, etc.) to ensure efficient volunteer management, engagement, and safety, including providing oversight of the community service program. Act as a resource for HFHSL staff and volunteers, mediate staff and volunteer relations, and enforce volunteer policies and procedures.

B. Program Management—Volunteer Services

- **Identification and Recruitment:** Identify and research existing and prospective volunteer engagement and recruitment opportunities. Reach out to conduct presentations and attend resource and volunteer fairs, etc. Plan and implement volunteer recruitment, orientation, training, and placement; schedule and conduct volunteer orientations as necessary.
- **Cultivation:** Cultivate and nurture relationships with current and potential volunteers. This includes but is not limited to site visits, personalized correspondence, phone calls, coffee and/or lunch.
- **Recognition and Retention:** Create and implement recognition events, awards, and gifts of appreciation to acknowledge the ongoing commitment of all HFHSL volunteers, thus keeping volunteers engaged in supporting the mission. Manage online volunteer scheduling database and survey systems, tracking and reporting volunteer participation.
- **Communication:** Develop and manage the dissemination of volunteer communication pieces, including build day follow up details and e-newsletters. Administer updates to the volunteer section of the website and update volunteer emergency line, communicating any necessary urgent information to volunteers prior to build days.
- **Construction Site:** Oversee build site hospitality, with assistance from the Volunteer Services Admin, on all build days, including but not limited to greeting volunteers, overseeing check-in, conducting the morning safety meeting, and ensuring all volunteer sign-in information is returned to the HFHSL Admin Office for processing.
- **Community Partners:** Work in partnership with Resource Development staff to engage Keystone Society Leadership Circle Community Partners in volunteer opportunities. Work collaboratively with Community

Partner liaisons to recruit and place volunteers for their respective build days; this may include on-site recruitment fairs, recruitment flyers, and verbiage, etc.

- **AmeriCorps and Internships:** Serve as the Host Site Manager for the AmeriCorps and Internship program(s), and as the liaison with HFHI and partnering organizations to oversee volunteer program(s). Supervise the work of AmeriCorps members and interns in partnership with their immediate supervisor (i.e. based on the department they are serving in).
- **Appearances:** Effectively represent HFHSL as needed, including but not limited to public appearances, presentations, events, and social gatherings.

C. Administrative & Financial

- **Budget:** Develop budget and monitor expenses related to the volunteer services. Maintain complete and accurate records of all events and/or activities.
- **HandsOn Connect (Salesforce Platform):** Act as the system administrator and liaison for volunteer scheduling database (HandsOn Connect). Perform regular maintenance of system to purge, combine, and add data as needed. Ensure security, accuracy, and integrity of the data including technology management. Work in partnership with VSA to guarantee volunteer sign-in and waiver information is entered and accurate.
- **Leadership:** Serve as a member of the management team. Provide immediate supervision to the Volunteer Services Administrator.
- **Committees:** Provide staff support and coordination to the Leading Edge Committee and related committee recruitment and appreciation events for construction leaders.

D. Other related duties as assigned

General Qualifications:

- Bachelor's degree or equivalent professional experience in volunteer management, with a minimum of 3 years management/supervisory skills.
- Demonstrated record of accomplishment in volunteer management program development and oversight, possessing knowledge of individual and group recruitment, retention, and appreciation techniques.
- Outstanding interpersonal skills, including the ability to create and nurture personal relationships and to communicate effectively delivering exceptional customer service to a variety of stakeholders including but not limited to volunteers, donors, homebuyers, committees, board members, and colleagues.
- Excellent oral and written communication skills, with a specific ability to create volunteer recruitment and thank you letters.
- Prioritizes and manages multiple projects with competing demands while maintaining a commitment to accuracy and excellence.
- Ability to identify and resolve problems in a timely manner, gather and analyze information skillfully, and develop alternative solutions.
- Works well in an extremely fast paced, ever-changing environment.
- Self-starter, with proven ability to work independently and collaboratively with the HFHSL team.
- Well-organized, detail oriented, possessing strong critical thinking/analysis skills.
- Proficient in entire Microsoft Office Suite, as well as knowledgeable and experienced in volunteer management tools and Salesforce platform. Experience with HandsOn Connect a plus.
- Possesses a valid driver's license and insurance, and has the ability to travel as needed to perform job duties.

Preferred Qualifications:

At least 6 years professional experience in volunteer management, project management, or human resources. Relevant education, professional training, and experience will be considered; Advanced degree is preferred.

Work Schedule: Ability to work flexible schedule including some evenings and weekends. Office hours are Monday through Friday, 9am to 5pm unless otherwise arranged with management. This position is exempt and works a minimum of 40 hours a week.

Physical Requirements: Ability to stand and/or work on a computer for long periods and to walk up and down stairs multiple times throughout the day. Ability to work in sometimes extreme weather conditions, particularly heat/sun and cold temperatures and to lift at least 25 pounds.

Reports to: Director of Resource Development
Responsible for: Volunteer Services Administrator (VSA)
AmeriCorps Members
Interns
Volunteers

Salary and Benefits: Commensurate with experience. Vacation time offered after introductory period on a pro-rated basis.

Application Process: Please send resume, detailed cover letter, and salary requirements to Kimberly McKinney, CEO and Jacinta Witherspoon, Director of Resource Development, at kimberly@habitatstl.org and jacinta@habitatstl.org. Please include the subject: Volunteer Services Manager. Applications will be accepted until position is filled. **Email submissions only. No phone calls, please.**

The employer has the right to revise this job description at any time. The job description is not a contract for employment, and either you or the employer may terminate your employment at any time, for any reason.

This job description does not list all of the duties of the job. You may be asked to perform additional duties. In addition, you will be expected to exercise your independent judgment in determining other tasks that need to be performed in order to increase the efficiency of the operations. You will be evaluated in part based upon your performance of the tasks listed in this job description and in part based upon the initiative you take in identifying and undertaking additional functions relevant to the operations of the business.