**Job / Position Title: Volunteer Manager**

**Supervisor: Chief Operating Officer**

**Status & Classification: Full-Time & Exempt**

Together, we create life-changing wishes for children with critical illnesses. For more than 35 years, Make-A-Wish Eastern North Carolina has served communities from the Triangle to the coast, granting more than 4000 wishes in that time.

## **Position Summary**

Our volunteer program is an integral part of fulfilling our mission, connecting directly to goals within the development, community outreach and wish-granting functions. The Volunteer Manager will be responsible for the successful implementation and oversight of the overall volunteer program including: recruitment & onboarding, training, placement, engagement & retention and recognition. The position’s priority is to provide a premier volunteer experience to our network of volunteers across 49 counties enabling us to serve wish children with excellence.

## **Duties and Responsibilities**

* Ensure a strong and dynamic volunteer base throughout our territory enabling the chapter to effectively support mission delivery, fundraising and community outreach objectives at a grassroots level.
* Establish a comprehensive volunteer engagement plan including formal recruitment, training, communication, and recognition plans.
* Creation:
  + Create a volunteer program that strategically aligns with our newly re-developed wish granting process.
* Engagement & Retention:
  + Work closely with all departments to identify and support volunteer staffing needs.
  + Manage all volunteer communications and develop new communication methods as needed.
* Recruitment & Onboarding:
  + Develop and implement recruitment strategies for critical volunteer needs, assessing and refreshing priorities on an ongoing basis.
  + Maintain a consistent, efficient and thorough application and screening process of all volunteers that complies with National Performance Standards.
  + Respond to volunteer inquiries from the public in a timely, professional manner.
* Training:
  + Collaborate with all departments in the scheduling, development, coordination and facilitation of volunteer orientations and trainings.
  + Develop and conduct refresher training sessions for existing chapter volunteers.
  + Serve as chapter administrator for Make-A-Wish University (MAWU), a web-based platform, assuring all constituencies are completing appropriate courses.
* Create and plan opportunities for meaningful volunteer recognition throughout the year.
* Oversee the compliance and record retention of all mandated volunteer requirements ensuring the chapter is prepared for all chapter audits.
* Network with other professionals and organizations in the community to better understand opportunities and challenges in our region.
* Manage the chapter’s internship program, including recruitment, screening, placement, and evaluation.
* Create and manage volunteer opportunities for corporate groups
* Other duties may be assigned as deemed appropriate.

## **Knowledge and Abilities**

* Strong leadership skills to motivate and inspire a diverse group of individuals
* Excellent communication, project management and organizational skills
* Exceptional attention to detail and deadlines
* Strong written and verbal communication
* Resourceful with the ability to solve problems in an efficient and calm manner
* Flair for cultivating and stewarding professional relationships with a diverse constituency
* Ability to work independently while thriving in a collaborative, team-oriented environment
* Strong PC skills with proficiency in Microsoft Office, including Word, Outlook, Excel and PowerPoint
* Spanish language skills preferred but not required

## **Desired Qualifications**

* Bachelor’s Degree in nonprofit administration, communications, business, human resources, psychology or another relevant field
* At least three years prior volunteer management or related experience preferred.
* Possess integrity, maturity, and ethical awareness; ability to handle sensitive information and maintain strict confidentiality.

## **Working Conditions**

Our office is in Raleigh, NC, however we remain committed to a ~~very~~ flexible work environment. The individual must reside within our chapter territory.

## **Rewards and Benefits**

* Salary is $42,000 per year (pay periods are bi-monthly)
* Comprehensive benefit package: Medical, Vision, Dental with 100% employer-paid options
* 100% employer paid for employee: Long Term Disability and Life Insurance
* Flexible Work Environment
* 401(k) Retirement Savings Plan: up to 3% Match
* Generous PTO Package

**For immediate consideration, please send a resume and optional cover letter to Jaclyn Parker Arnette at** [**jparker@eastnc.wish.org**](mailto:jparker@eastnc.wish.org)**.**