



HUNGER TASK FORCE, INC. POSITION DESCRIPTION

Position Title: Volunteer Program Manager

Department: Development

Reports To: Development Director

FLSA Status: Exempt

General Function: The general function of the Volunteer Program Manager is to oversee and manage Hunger Task Force's Volunteer Program, including strategic recruitment for all key agency activities and events, as well as volunteer giving, stewardship and engagement. This position also closely collaborates with Community Relations and The Farm to support fundraising, sponsorship, food drive and community engagement efforts, and supports general Development activities.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Manage and oversee Hunger Task Force's Volunteer Program, ensuring cohesive volunteer strategy, placement, recruitment and engagement across all departments, programs, and activities.
- Manage, grow, and diversify Hunger Task Force's community partnerships through volunteer engagement, tours, and presentations.
- Develop and grow a portfolio of key relationships with organization contacts to ensure consistent support and engagement.
- Collaborate with the Farm Volunteer Team on volunteer strategy, training, and support.
- Collaborate on a strategic Volunteer Giving Program to meet goals and ensure consistent financial support across all areas of the agency's Volunteer Program.
- Collaborate with Community Relations to develop an annual volunteer event calendar supporting corporate partnerships, and support community events and food drives which are goal- and budget-driven, engaging, highly visible and safe, and utilize trained and appropriate staff.
- Develop and execute an annual Volunteer Recognition Program in collaboration with the Volunteer Team.

- Evaluate all volunteer events and activities to ensure maximum return on investment and efficient use of agency resources and staff time.
- Work collaboratively within the Development Department to ensure cohesive implementation of the Volunteer Program, community partnership opportunities and Volunteer Giving Program with fundraising activities, agency events, collateral development, and marketing strategies.
- Responsible for providing content and assisting in the agency's social media strategy regarding volunteer program awareness, recruitment efforts and increased engagement.
- Support key development activities and other agency duties as assigned.
- Perform other duties as assigned.

Supervisory Responsibilities

Directly supervises Volunteer Coordinator. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, effectively recommending hiring and promotions, employee training; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Diversity - Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management – Develops project plans; Coordinates projects; Communicated changes and progress; Completes projects on time and budget; Manages project team activities.

Technical Skills – Assess own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar;

Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services; Continually works to improve supervisory skills.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Customer Service – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials

properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree from four-year College or university; plus five or more years' experience in Development or Community Relations.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have knowledge of Contact Management systems; Project Management software; Windows operating system; Microsoft Office suite; various social media platforms.

Certificates, Licenses, Registrations

Valid Driver's License.

Other Skills and Abilities

- Strong leadership, managerial and relationship-building skills
- Strong strategic, organization and planning skills with the ability to handle multiple projects in a fast-paced and deadline-driven environment
- Highly effective communication skills, including good oral communication and effective public speaking to groups and individuals
- Ability to work collaboratively and adaptively within a team setting
- Maintain consistent and high-quality performance of work during peak event/volunteer seasons
- Flexibility to work occasional events outside normal business hours or on weekends

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand, walk, and use hands to finger, handle, or feel. The employee must occasionally lift and/or move up to fifty pounds. Specific vision abilities required by this job include close vision, distance vision and color vision.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to wet and/or humid conditions, moving mechanical parts and outside weather conditions. The noise level in the work environment is usually quiet.

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Salary Range: \$53,200 - \$76,600 annually