



Hunger Task Force Position Description: Community Relations Manager

Department: Development

Reports to: Director of Development

FLSA Status: Exempt

General Function: The general function of the Community Relations Manager is to oversee and manage Hunger Task Force's volunteer program, events and corporate partnerships. This position also supports donor stewardship efforts, key resource development activities and staff training for volunteer engagement.

Essential Duties and Responsibilities

- Manage and oversee Hunger Task Force's Volunteer Program, ensuring cohesive volunteer strategy, placement, recruitment and engagement across all departments, programs and activities.
- Collaborate with the Farm Volunteer Team on volunteer strategy, training and support.
- Lead and develop a strategic Volunteer Giving Program to meet goals and ensure consistent financial support across all areas of the agency's Volunteer Program.
- Effectively manage the strategy and execution of food drives to align with agency MyPlate goals, food resource needs, resource management goals and donor engagement goals.
- Develop an annual event calendar, and plan, manage and execute community events which are goal- and budget-driven, engaging, highly-visible and safe, and also utilize trained and appropriate staff.
- Evaluate all events and volunteer activities to ensure maximum return on investment and efficient use of agency resources and staff time.
- Manage, grow and diversify Hunger Task Force's corporate partnerships through volunteer engagement, corporate giving, event sponsorship opportunities, tours and presentations.
- Develop and grow a portfolio of key relationships with corporate and organization contacts to ensure consistent support and engagement.
- Lead and train Hunger Task Force staff in effective volunteer stewardship and event execution.
- Work collaboratively within the Development Department to ensure cohesive implementation of Volunteer Program, corporate partnership opportunities and Volunteer Giving Program with fundraising activities, agency events, collateral development and marketing strategies.

- Engage members of the Board of Directors and Executive Council in volunteer activities to increase support and strengthen relationships with partner organizations.
- Support key development activities and other agency 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, employees 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 - Demonstrates knowledge of EEO policy; 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; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Technical Skills - Assesses 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; Able to build morale and group commitments to goals and

objectives; 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.

Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for 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; Makes self-available to staff; 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.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

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.

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.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

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.

Computer/Software Skills

To perform this job successfully, an individual should have knowledge of Contact Management systems; Project Management software; Spreadsheet software and Word Processing software.

Education and/or Experience

Bachelor's degree from four-year College or university; plus 5 or more years' experience in Development or Community Relations.

Certificates, Licenses, Registrations

Valid driver's license.

Other Skills, Abilities and Qualifications

- 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 50 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: \$53,600-\$80,400

Employee Acknowledgment:

I have read this job description and I completely understand all my job duties and responsibilities. I am able to perform the essential functions as outlined with or without reasonable accommodation. I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or the Associate Director.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have discussed any questions I may have had about this job description prior to signing this form.

Employee Signature

Date

Employee Name (please print)