

North Fulton Community Charities

Volunteer Services Manager

POSITION: Volunteer Services Manager

CLASSIFICATION: FT Position

REPORTS TO: Director of Development

The Volunteer Services Manager is a key member of the NFCC team who is responsible for managing the daily operations of the Volunteer Program, including recruitment, onboarding, training and scheduling of individuals and groups of volunteers to supplement staff resources. The manager will serve as a liaison to effectively engage and cultivate groups associated with our faith, civic and business community. The Volunteer Services Manager works closely with each Program Director to coordinate volunteer needs, support special events and outreach programs, and assist with other program or staff needs as necessary.

Essential Duties and Responsibilities:

- Develops a comprehensive plan in support of each NFCC Program (Food Pantry, Thrift Shop, Client Services, Community Outreach and Engagement), outlining each program's respective volunteer needs, challenges, and expectations with management team.
- With assistance of directors, assesses and identifies the necessary skills, knowledge, and abilities needed to fill critical roles.
- Responsible for recruiting, screening, training and scheduling of volunteers.
- Conducts routine Volunteer Orientation sessions to effectively onboard and train volunteers to learn more about NFCC and find their roles within the organization.
- Responsible for maintaining a volunteer policy and procedures manual that provides information and guidelines, and ensures that all volunteers have read and acknowledged the information and are compliant with NFCC policies.
- Effective at recruiting, scheduling, cultivating relationships, and retaining group volunteers with corporate, faith and civic organizations, to support NFCC.
- Develops opportunities for offsite volunteering, including ways for youth to engage with NFCC.
- Partners with NFCC leadership to coordinate group tours to provide education about NFCC's mission and ways to engage and support our community.
- Responsible for developing and maintaining volunteer records, volunteer database, preparing and tracking data for volunteer reports in a timely manner.
- Develop and implement a program to recognize volunteers.
- Prepares appropriate communications for volunteers as needed, including an annual evaluation assessment and report shared with NFCC leadership.
- Responsible for coordinating appreciation events and annual Volunteer Appreciation Week activities.

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- Responsible for managing the Volunteer Budget per the needs and expenses required for each program.
- Conducts Poverty Simulations for groups to provide education about what it is like to live in a state of poverty.
- Partners with Community Engagement Manager to provide assistance with logistics, and define volunteer support for fundraising events and outreach programs.
- Manages NFCC Ambassador Group to represent NFCC at speaking engagements and community events.

Qualifications:

- **Associate's Degree and 3-5 years volunteer management experience**
- Knowledge of Salesforce CRM and nonprofit software a plus
- Excellent customer service, communication and public speaking skills
- Ability to recruit, screen and train volunteers
- Strong management, supervisory and organizational skills, with experience working in a collaborative environment promoting teamwork
- Strong ability to multi-task and balance projects at various stages simultaneously
- Ability to represent NFCC to strategically work with diverse groups (Board, Staff, Volunteers, and Community)
- Ability to connect and cultivate various types of organizations: schools, businesses, civic groups, faith and government
- Excellent computer skills, including MS Office (Word, Excel and Power Point)
- Must be enthusiastically committed to NFCC's mission and the community we serve

Working Hours and Conditions:

- This position requires occasional work on weekends and evenings (volunteer orientations, support for outreach programs)

Competitive Benefits Package

NFCC is a drug free workplace and e-verify required.

To apply, please send an email with resume and cover letter to smorgan@nfcchelp.org.