



**POSITION TITLE: VOLUNTEER MANAGER**  
**DEPARTMENT: DEVELOPMENT**  
**SUPERVISED BY: DIRECTOR OF DEVELOPMENT**

### **About the Position**

Full-time position in the Development Department of a fast-paced, stable nonprofit organization focusing on youth development and education. The ideal match will be responsible for recruiting, training, placing, and retaining volunteers across multiple programs, organizational initiatives and events. The Volunteer Manager will lead volunteers in supporting community-wide outreach and fundraising events and will lead planning and execution of Agape's annual Volunteer Appreciation month activities. This position will report to the Director of Development. The Volunteer Manager is also required to operate consistently within the program standards, mission, and guidelines as outlined by the Agape Youth and Family Center's Policy Manual.

### **Duties and Responsibilities:**

#### **Volunteers:**

- Recruit volunteers for Agape's after school program, mentoring program, Great Backpack Giveaway, Holiday Gift Store, as well as other programs and community initiatives.
- Work with Community Service liaisons at local colleges, businesses, and faith-based organizations to recruit volunteers. Ensure that volunteer placements are appropriate for the volunteers and the agency.
- Coordinate and manage Agape's teen leaders' initiative.
- Provide ongoing training for Agape staff on appropriate volunteer engagement strategies.
- Communicate with Program department and Education Specialists to identify student academic needs.
- Generate appropriate volunteering opportunities based on the needs of Agape.
- Promote volunteering (internally and externally) through recruitment and publicity strategies and campaigns (in collaboration with Marketing efforts).
- Monitor, support, motivate and accredit volunteers and their work.
- Conduct agency tours and provide historical and programmatic information of interest to community stakeholders and volunteers.
- Create annual calendar for and execute orientations/information sessions, in coordination with the training schedule.
- Assist with soliciting in-kind donations for Agape's Dinner for Kids program and other events.
- Plan appreciation/recognition events for volunteers and coordinate volunteer meetings.
- Ensures the integrity of Volunteer data and supports the Development team.
- Perform development department general administrative support.
- Other duties as assigned.

### **Qualifications and Requirements:**

- Bachelor's degree plus 2-4 years of experience, or 4 years proven related experience in communications, education, community outreach, social services, or related field
- Thorough knowledge and understanding of underserved populations a plus.
- Strong leadership skills, organizational abilities and ability to be patient and calm in

stressful situations.

- Proficiency in Microsoft Office including word, Outlook, PowerPoint, and Excel.
- Excellent written and verbal communication skills
- Must be sensitive to the challenges of underserved families and have the ability and desire to work with people of different ethnic and socio-economic backgrounds.
- A self-motivated team player with excellent interpersonal and customer service skills to deal with a variety of personalities in a positive manner.
- Previous experience recruiting volunteers and coordinating events.
- Knowledge of Volunteer Hub and Raiser's Edge a plus, not required.

