

**Position Title:** Volunteer and Special Events Manager

**Department:** Community Outreach

\*Part of Executive Committee

**Reports to:** Executive Director

**Supervises:** Volunteers

**Job Description:** The Volunteer and Special Events Coordinator oversees the volunteer program and special events throughout the year. Recruits, motivates, trains and supervises volunteers at SHS events. Develop and maintain volunteer guidelines, materials and procedures. Maintains volunteer records and coordinates volunteer schedules, prepares department reports and budget, and liaisons with community to attract volunteers; Developing and managing numerous mini-events with the goal of increasing community awareness and support of SHS and soliciting donations to support SHS programs. Will be responsible for developing an annual "signature" event.

**Responsibilities:**

- Oversee recruitment of new volunteers and overall marketing of volunteer program. This includes publicizing volunteer needs in online and print materials, volunteer websites/organizations, community boards, community fairs, and SHS events.
- Organizes and conducts the orientation and training of volunteers. Updates training materials as needed. Schedule and conduct one-on-one orientations, if needed. Work with experienced volunteers to implement training/mentoring of new volunteers.
- Maintain volunteer database, noting special skills and interests. Records volunteer hours, and notes any incidents or injuries. Prepares operational reports on volunteer activities.
- Regularly communicates with program directors, managers, and coordinators about volunteer needs and to establish a process for volunteer scheduling.
- Match volunteers to appropriate department based on needs of organization and individual. Coordinates with program director/coordinator to schedule volunteer training and prepare volunteer assignments.
- Act as liaison between volunteers/potential volunteers and organization. Answers volunteer questions, responds to groups and individuals looking for volunteer opportunities.
- Maintains volunteer calendar of opportunities.
- Maintain event report & volunteer log for each event held. Provide a copy of the event report when collected donations are turned in to the Executive Director.
- Provide specific event training and provide volunteer coverage for special events. Work with volunteers during special events while providing supervision, training and support.
- Oversee and implement volunteer recognition, appreciation, and motivation activities. Receives and reviews volunteer of the month nominations, submits VOTM to newsletter.
- Help resolve volunteer problems, terminate volunteers if necessary.
- Manage and maintain the mini-events calendar; ensure webmaster is notified of all events in a timely fashion for web promotion
- Planning and coordinating special events and promotions
- Creating and motivating volunteer teams on specific projects and events
- Provide timely information and photos to use in newsletter and on website
- Store event bins with supplies for mini-events.
- Fundraising accountability for events
- Other duties as assigned by Executive Director.

**REQUIRED ABILITIES:**

- Ability to maintain friendly, professional demeanor, especially in high stress situations.
- Ability to perform several tasks concurrently, time management and organizational skills.
- Ability to manage, network and motivate volunteers.
- Ability to maintain confidential information.
- Ability to organize and maintain detailed records
- Ability to perform public presentations; good oral and written communication skills.

**REQUIRED EXPERIENCE:** Comfortable using computers and database programs; public speaking; fundraising experience; experience with volunteers and animals a plus

**WORKING CONDITIONS:** Work indoors and outdoors; Weekend and some evening work required for various community events. 20-25 hrs per week

**SAFETY HAZARDS:** General office working conditions. Subject to hazards that can be caused by working with animals. Lifting of objects 25-50 lbs (storage bins, boxes, pop-up tents)