

JOB POSTING: Volunteer Relations Manager

JOB SUMMARY:

The Volunteer Relations Manager manages the coordination, delivery and administration of the Habitat volunteer experience for both the Corporate and Faith build sponsors (excludes Divisions and ReStore) and for non-sponsor build volunteers. Works with the Director of Faith Relations and Volunteer Recruitment and the Sponsor Relations Manager to ensure sufficient volunteers are available and that they have all of the information and support necessary for a positive and productive experience. Provides sponsor and volunteer support for build day volunteer registration, ensuring signup links are received, volunteer information is distributed and received, and acts as onsite volunteer concierge. Coordinates staff support for the build site greeters and parking assistants to deliver the Habitat experience.

KEY RESPONSIBILITY AREAS:

Volunteer Relations

- Coordinate all aspects of agency volunteers, including scheduling, communication, administration and logistics for all Davidson County based activities with the exception of ReStores
- Engage with volunteers both in person and through electronic and other communication channels to ensure a positive volunteer experience
- Support Divisions in their volunteer activities upon request

Volunteer Coordination–Home Builds

- Facilitate automated volunteer signup, ongoing communication and reporting for all build volunteers (sponsor and non-sponsor based groups and individuals)
- Act as build site concierge from 6:30am until 2:30pm on all weekend build days and assigned weekday build days. Activities include setup of volunteer group registration at individual houses (tables, popup tents, registration boxes and T-shirts), making sure groups have prepared for everything they need (water, snacks, breakfast and lunch delivery) and are ready to check-in their own volunteers, and touching base with them throughout the day to ensure their non-construction build site needs are met. Requires presence and active engagement on the build site. Continuously update and implement Build Coordinator Guide and other materials in sponsor volunteer coordination packet
- Responsible for handling emergency situations on the build site in collaboration with construction staff and as directed by management, following established procedures and protocols

Volunteer Inquiry and Administration

- Utilizes the online volunteer signup module or other tools to fill Build site volunteer slots for all Davidson County builds
- Create all correspondence and information materials related to volunteers
- Conduct follow up surveys of the Volunteer Experience for Davidson County builds and provides guidance to Division Directors on conducting such surveys.
- Develop and implement volunteer recognition and thank you process including online distribution of link to build site photos
- Ensure timely updates to volunteer PR material and Habitat website working with the agency's PR & Marketing Department
- Support Homeowner Services, Development, Construction, Division and Administration staff to ensure volunteer needs are clearly identified and met

Volunteer Ministry Development

- Create volunteer job descriptions and ensure compliance with requirements outlined in Volunteer Release Form, in conjunction with *Director of Faith Relations and Volunteer Recruitment*
- Responsible for volunteer experience for wall builds, tree plantings, and other unique volunteer projects as they arise and are approved, seeking support from marketing for updating of related signs and web site content

Social Media

- Encourage sponsors and volunteers to utilize social media during build days
- Coordinate with agency's PR & Marketing Department posting of sponsor group social media postings each build day
- Coordinate with Sponsors to ensure their marketing/social media objectives are met during build day

ESSENTIAL FUNCTIONS OF THE JOB:

- Facilitate volunteer engagement at the build site through welcome, check-in and meal processes, and ongoing interaction including social media, requiring communication and mobility on the site and the ability to help with volunteers set up
- Conduct follow up surveys with volunteers to identify and implement improvements
- Effectively carry out required administrative duties essential to ongoing volunteer management
- Must be able to work well with a diverse group of individuals
- Must be able to meet deadlines and operate in a busy work environment that includes both office and build site responsibilities

QUALIFICATIONS:

College degree preferred and/or a minimum of 3 to 5 years work experience in volunteer coordination. Excellent written and verbal communication skills required. Proficiency with Microsoft applications including Word, Excel and Outlook required. Familiar with Salesforce.com or comparable customer relations software platform. Must have aptitude for learning, utilizing and managing the online Volunteer Registration System. Must enjoy serving others, be a team player, able to handle multiple tasks efficiently, be self-motivated and detail oriented.

TIME REQUIREMENTS:

- This position will require 40 hours per work week. Overtime may be offered. Regular office hours required, as well as availability to coordinate volunteer activities on the construction site on designated Saturdays and Sundays and to attend occasional evening meetings. In build season days off to be taken during the week to account for weekend hours. Satisfactory attendance is required.

If you are qualified and interested in applying for this position, please send a cover letter, resume and three references to: jobs@habitatnashville.org