



## Job Description

Position Title: Volunteer Engagement Manager

Team: Resource Development

Supervisor Title: Director of Development & Marketing

FLSA Status:  Exempt

Date: 6/7/19

Non-Exempt

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### General Position Summary:

Greater Des Moines Habitat for Humanity's Volunteer Engagement Manager oversees and manages the volunteer program for all prospective and existing volunteers. This position works to create a consistent, positive volunteer experience affiliate-wide. The Volunteer Engagement Manager builds and stewards relationships with individuals and group volunteers while also providing the vision and strategic thinking to create innovative new programs and opportunities to engage the community in Habitat's mission.

### Core Responsibilities:

#### Volunteer Engagement and Relationship Management:

- Identify, create, and promote volunteer opportunities that align with the mission of Greater Des Moines Habitat for Humanity and engage individuals through meaningful roles that make a measurable difference.
- Recruit and connect volunteers to opportunities that match their passion and interests; including through corporate/faith-based volunteer fairs, speaking engagements, calls, etc.
- Work closely with all departments to ensure volunteer needs are met organization-wide.
- Build best-practice volunteer materials.
- Work with the communication and marketing team to develop materials to recruit, retain, and communicate with volunteers.
- Take the lead on relationship management of key volunteer groups, serving as the liaison between the group and Habitat staff members.
- Work closely with the development team to determine the best point of contact for new sponsor partners and potential prospects from current group volunteers.

#### Volunteer Appreciation and Satisfaction:

- Ensure volunteers have a positive experience with Greater Des Moines Habitat for Humanity and utilize stewardship and recognition tactics to maximize retention.
- Recognize volunteers at annual appreciation event and through individual and group outreach efforts throughout the year.
- Monitor overall volunteer satisfaction in order to identify strengths as well as areas that need improvement, with the goal of ensuring a consistent, quality build day experience for every volunteer; review and analyze volunteer satisfaction survey data.

Leadership:

- Leadership and management of the volunteer engagement team, including the Volunteer Coordinator, the ReStore Volunteer Coordinator, and various AmeriCorps members.
- Ensure volunteer engagement team are held accountable to manage the volunteer database (SalesForce), online sign up, and calendar ensuring volunteer slots are filled, and site waivers and sign-in sheets are properly maintained.

**Requirements:**

- College degree in complementary field and minimum of five years of experience in nonprofit volunteer management **or** the right combination of education and/or relevant experience may be substituted in lieu of degree requirements
- Position will work an average of two Saturdays per month and must be available to work some evening
- Ability to think creatively and strategically
- Desire to work in the nonprofit sector with a faith-based organization
- Must be well organized, a self-starter, and able to carry out assignments in a fast-paced environment with only limited direction
- Proven ability to supervise volunteer and paid staff
- Ability to analyze and exercise sound judgment, balancing a variety of perspectives to affect a positive outcome
- Ability to use the Internet and have a proven willingness/aptitude and comfort level with learning new software applications as necessary. Experience with SalesForce a plus
- Excellent written and verbal communication skills
- Ability to work independently and as a part of a team
- Experience with Habitat for Humanity and/or affordable housing a plus

**Job Competencies** Demonstrate commitment to Greater Des Moines Habitat for Humanity’s Mission and Core Values of:

Mission:

Seeking to put God’s love into action, Greater Des Moines Habitat for Humanity brings people together to build homes, communities, and hope.

Vision:

A world where everyone has a decent place to live.

Values:

- Build Faith and Family
- Build as Stewards
- Build Solutions
- Build a Safety Mindset
- Build with Heart

**Normal Work Environment** (Check best description):

**Office**

  
  


**Outdoors**

  
  


**Retail**

  
  


Continuous (67-100% of workday)  
 Frequent (34-66% of workday)  
 Occasional (1-33% of workday)

**Physical Requirements:**

Continuously = 67-100% of workday

Frequently = 34-66% of workday

Occasional = 1-33% of Workday

**(Indicate C, F, or O in front of each below)**

F Sitting

O Standing

O Bending

O Twisting

O Stooping

O Reaching above Shoulder

O Kneeling

O Reaching below Shoulder

O Crawling

O Working at Low Position

O Climbing Stairs

O Pushing/Pulling

O Climbing Ladders

O Working on Elevated Surfaces

O Driving

O Walking

O Working on uneven surfaces

**Weight Lifting/Carrying:**

**Dexterity:**

F Sedentary (0-10 lbs.)

O Eye/Hand Coordination

O Light (11-25 lbs.)

O Feet (foot pedals)

O Medium (26-50 lbs.)

O Fingering (picking, pinching, etc.)

O Heavy (51-74 lbs.)

O Handling (holding, grasping, etc.)

O Very Heavy (75-100 lbs.)

O Wrist Motion (repetitive flexion/rotation)

**Hearing:**  Yes  No

If yes, explain the reason hearing is necessary:

Hearing is necessary to perform the job as the ability to communicate verbally is essential to training and coordination with internal and external customers.

**Visual Acuity Distance:** (Example - clarity of vision at 20 inches or less):

Clarity of vision at 24 inches or less necessary to view computer monitor and read reports.

**Equipment/Supplies/Tools**

- Computer and Accessories
- Printer/Copier/Scanner/Fax
- Telephone

- General Office Supplies