



## JOB DESCRIPTION

Updated: March 31, 2023

<b>POSITION:</b>	<b>Volunteer Manager</b>
<b>REPORTS TO:</b>	<b>Program Director</b>
<b>STATUS:</b>	<b>Full-time Exempt; 40 hours per week</b>
<b>SALARY RANGE:</b>	<b>\$30,000-\$35,000/Year</b>
<b>BENEFITS:</b>	<b>Medical, dental, vision, and life insurance, generous PTO, flexible hours</b>

**SUMMARY:** Supports the Mission, Vision, Values and Service Standards of TRI. The Volunteer Manager leads the efforts of volunteer recruitment, selection, training, scheduling and retention.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- **Scheduling** - Oversees volunteer scheduling, cancellations and sub finding for program, barn, office, facility maintenance and special events. Communicates volunteer changes to instructors. Assigns volunteers based on Instructor/client needs
- **New Volunteer Training** - Collects new volunteer information and signs them up for orientations. Provides them with necessary training materials and supports program director in all hands-on training for side helpers and horse leaders. Provides basic training for barn chore, facility and office volunteers.
- **Remedial Training and Dismissal** – Intervenes when needed - provides remedial training as appropriate and keeps written records on any remedial steps taken and/or volunteer dismissals.
- **Community Engagement and Recruitment** – Develops partnerships with universities, high schools, community organizations, and other non-profits and businesses to create volunteer and community engagement opportunities.
- **Retention** – Develops and implements a plan to retain volunteers to include Recognition, annual banquet, and volunteer experience surveys etc.
- **Information Management**
- Collects and enters all volunteer paperwork information into database, maintains records per PATH standards
- Calculates volunteer hours and provides proof of volunteering
- Organizes volunteer nametags and assignment boards weekly
- **Volunteer Days** – Schedules, plans and oversees all service group events (Goal of 1-2 per quarter)
- **Volunteer Education** – develops a schedule of continuing education opportunities for volunteers for the year (Goal of 6 per year)
- **Budget** – Develops and adheres to annual volunteer budget
- **Volunteer Newsletter**- creates and distributes volunteer newsletter weekly or biweekly

### Equine & Facility Management

- **Barn Chores** - Takes the lead with barn chores during the workweek. Assists with recruiting, training and scheduling Barn Chore staff as needed.
- Assists with evaluating and training of equines when needed

(Continued)

## **Other**

- **Spiritwear Sales** – Creates and distributes merchandise sales forms. Takes in orders and places with current merchandise distributor. Maintains supply of merchandise.
- **Social Media** – Creates content for Facebook pages on a weekly basis, assists with supplying information for programs and events on the website
- Assists staff in ensuring the facility is safe for participants and volunteers per PATH standards
- Fosters an inclusive work environment.
- Maintains confidentiality of client, volunteer and employee information and exercises discretion when dealing with sensitive information.
- Upholds guidelines as outlined in the Employee Handbook of the agency.
- Maintains appropriate records.
- Holds effective staff meetings.
- Attends designated meetings, trainings and in-services.
- Other duties as assigned by Program Director or Executive Director

## **KEY RELATIONSHIPS**

- **Internal:** Instructors, Volunteers, Staff, Board and Committee Members
- **External:** Students, Parents, General Public, Donors, Partners

## **EDUCATION**

- Associate's degree in Nonprofit Administration or other relevant program preferred; Bachelor's degree strongly preferred.

## **CERTIFICATION, LICENSURE, & REGISTRATION**

- Current CTRI PATH Certification preferred
- Possess and maintain a valid driver's license and maintain valid auto insurance.

## **EXPERIENCE**

- One (1) to three (3) years of volunteer management preferred.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Flexibility with working different hours and changing circumstances
- Proficient skills in Microsoft Office and/or Google Suite software required.
- Must possess and demonstrate excellent communication, interpersonal, relationship building skills as well as a positive, professional image.
- Ability to effectively present information and respond to questions from clients, families, partners, and the general public.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

While performing the duties of this position, the employee is regularly required to talk and hear. The employee frequently is required to use hands or finger, handle, or feel objects, tools or controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, peripheral vision, and the ability to adjust focus. Also required is frequent hearing and talking, in person and on the telephone. More

than 50% of time is spent outdoors. The condition of the air inside is normal/average air conditioned/ventilated.

The noise level is normal within an active office environment.