

## **POSITION DESCRIPTION**

Position: Community Engagement Manager  
Program: Fund Development  
Reports to: Director of Development

Status: Exempt  
Date Revised: 09/2019

### **POSITION SUMMARY:**

The Community Engagement Manager is responsible for planning and executing key fundraising and volunteer service events including planning and managing logistics across the three regions served by Volunteers of America Northern California and Northern Nevada, which includes Sacramento, the Bay Area and Reno. In addition, the Community Engagement Manager is responsible for recruiting volunteers to conduct and/or support the events, training volunteers, and scheduling volunteers. The position reports to the Director of Development. Work is performed in a cost effective and service oriented manner as it relates to established organizational standards.

### **OBJECTIVES/ACTIVITIES:**

1. Plan, execute, and manage logistics for the annual fundraising breakfast in Sacramento VOA's signature fundraising event.
2. Work with the Marketing and Communications Manager, design and produce event invitations and other print materials required for various events.
3. Working with the Director of Development to create a budget for each event, and execute events to work within that budget.
4. Working with the Director of Development identify, steward and solicit corporate gifts to support program or the general fund.
5. Manage events designed to enhance programs and services offered by VOA including Operation Backpack, craft nights, birthdays, holiday activities and more.
6. Work with the Division Directors to identify most time efficient ways to get volunteers on-board. Create an online system to gets the volunteers started.
7. Work with the Gift Administration Manager, develop a volunteer management system that allows volunteers to sign up for various events and feeds participation records into the donor database.
8. Keep track of volunteer hours and enter all pertinent data into the database.
9. Manage in-kind donations for services and programs in Sacramento, including record keeping.
10. Keep records and generate reports with results for events and details of participation in all volunteer service events.
11. Create and maintain volunteer opportunity lists for individuals and groups.
12. Provide ongoing support and guidance for volunteers, serving as the primary point of contact for communications.
13. Conduct tours for volunteers to introduce them to the services provided by VOA.
14. Support group tours for corporate, foundation, and individual donors, as needed.
15. Conduct post-volunteer surveys to track successes and identify issues in volunteer service that must be resolved.
16. Plan and implement volunteer recognition activities.
17. Other duties as assigned.

### **EQUIVALENT EDUCATION AND EXPERIENCE:**

A Bachelor's Degree preferred. At least five years of experience in event and volunteer management with at least two years responsibility as the primary manager for events and/or volunteer management required. Must have knowledge of and experience in event management principles and specific skill sets in recruiting, training, and managing volunteers. The candidate must have a strong desire to work for an organization

dealing with issues unique to homelessness, substance abuse, and mental health. Valid California driver's license and ability to meet our insurance carrier's guidelines required.

**SPECIFIC SKILLS REQUIRED:**

Excellent oral and written communications  
Strong organizational skills  
Strong interpersonal skills  
Demonstrated management skills  
Even temperament and patience  
Ability to multi-task and respond quickly and positively to solve unexpected problems  
Ability to meet goals and deadlines  
Experience with Microsoft suite of products  
Teamwork skills  
Demonstrated leadership skills  
Analytical and decision making ability

**PHYSICAL REQUIREMENTS:**

Lift and move up to 30 pounds  
Physically able to safely maneuver weight distribution for event set ups  
Stand, walk, bend, stoop, and sit frequently  
Kneel occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are many times performed independently with accessible guidance and direction from the Director of Development. This person must be able to function both independently and in a team environment working towards attainment of operational goals.

**SUPERVISION EXERCISED:**

This position does not supervise, however, may be delegated training and lead responsibilities to assigned support as needs may require, or may have interns associated with the position.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires contact with other members of staff as well as volunteers, many of whom are donors to the organizations, vendors and corporate sponsors. Tact, discretion, and resourcefulness are required at all times.

**FINANCIAL RESPONSIBILITY:**

None

**NUMBER OF EMPLOYEES:**

No employees report to this position.

**This Community Engagement Manager job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties as outlined above.

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Employee Signature \_\_\_\_\_ Date Signed \_\_\_\_\_