



Formatted: Right

## POSITION DESCRIPTION

Position: Volunteer & Events Manager

Program: Development and Community Relations  
Reports to: Vice President & Chief Development Officer

Status: Non-Exempt  
Date Prepared: 04/2017

## POSITION SUMMARY:

The Volunteer & Events 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, Reno, and the Bay Area. In addition, the Volunteer & Events Manager is responsible for recruiting volunteers to conduct and/or support the events, training volunteers, and scheduling volunteers. The position reports to the Vice President & Chief Development Officer and works closely with the Division Directors. Work is performed in a cost effective and service oriented manner as it relates to established organizational standards.

## OBJECTIVES/ACTIVITIES:

1. ~~1.~~ Plan, execute, manage logistics for the annual fundraising breakfast in Sacramento, Reno, and the Bay Area, Volunteers of America, Northern California and Northern Nevada's signature fundraising events.
2. ~~2.~~ Working with the Marketing and Communications Manager, design and produce event invitations and other print materials required for the fundraising breakfasts.
3. ~~3.~~ Working with the Vice President and Chief Development Officer, create a budget for each event, and execute events to work within that budget.
4. ~~4.~~ Manage program related events designed to enhance programs and services offered by Volunteers of America including Operation Backpack, crafts night, Winter Wonderland, graduations, birthdays, and similar activities.
5. ~~5.~~ Working with the Division Directors, identify the volunteers required to meet service goals for programs and services in the Sacramento, Reno, and Bay Area regions.
6. ~~6.~~ Working with the Sr. Development Officers for Reno and the Bay Area, recruit and train the volunteers needed to support the events and services that advance mission.
7. ~~7.~~ Working 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. ~~8.~~ Manage in-kind donations for services and programs in Sacramento, Reno, and the Bay Area, including record keeping.
9. ~~9.~~ Keep records and generate reports with results for events and details of participation in all volunteer service events.
10. ~~10.~~ Maintain Volunteer Service Descriptions for each volunteer assignment, as needed.
11. ~~11.~~ Provide ongoing support and guidance for volunteers, serving as the primary point of contact for communications.
12. ~~12.~~ Conduct tours for volunteers to introduce them to the services provided by Volunteers of America.
13. ~~13.~~ Coordinate group tours for corporate, foundation, and individual donors, as needed.
14. ~~14.~~ Conduct post-volunteer surveys to track successes and identify issues in volunteer service that must be resolved.
15. ~~13.~~ Such Other duties/other responsibilities as assigned.

Formatted: Font: 11 pt

Formatted: List Paragraph, Numbered + Level: 1 + Numbering Style: 1, 2, 3, ... + Start at: 1 + Alignment: Left + Aligned at: 0.25" + Indent at: 0.5"

**EQUIVALENT EDUCATION AND EXPERIENCE:**

- ~~1.~~ ~~\_\_\_\_\_~~ A Bachelor's Degree is required.
- ~~32.~~ Must have three to 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. Must have k
- ~~43.~~ ~~\_\_\_\_\_~~ Knowledge of and experience in event management principles and specific skill sets in recruiting, training, and managing volunteers.
- ~~54.~~ Experience with human services nonprofits a-plusis desired.
- ~~65.~~ The candidate must have a strong desire to work for an organization dealing with issues unique to homelessness, substance abuse, and mental health.

Formatted: No bullets or numbering  
Formatted: Indent: Left: 0"

**SPECIFIC SKILLS REQUIRED:**

- High energy
- Excellent oral and written communications
- Strong organizational skills
- Strong interpersonal skills
- Demonstrated management skills
- Even temperament and patience
- Ability to multi-task and to 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 V.P. of Development/Community Relations, President/Chief Executive Officer, V.P./Chief Operating Officer, Chief Financial Officer, and Director of Human Resources. ~~the main office in Sacramento.~~ This person must be able to function both independently and in a team (~~volunteers~~) 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:**

N/A

**NUMBER OF EMPLOYEES**

N/A

**This 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.

---

---

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