Job Description Template - Volunteer Manager

The Volunteer Manager coordinates the recruitment, onboarding, training, scheduling, and recognition of volunteers for an organization’s programs and events where volunteers are required. The Volunteer Manager uses effective communication skills to inform volunteers of important information that will allow them to perform their duties to the best of their abilities to ensure a program runs smoothly. The Volunteer Manager should display strong leadership qualities, a passion for both the organization and the sport and enjoy working with people.

**Main responsibilities include:**

**Recruiting:** Internally and externally recruiting volunteers based on organizational needs

**Onboarding:** informing volunteers of their placement/position within the organization, outlining import- ant dates, providing volunteers with next steps with regards to training

**Training:** Coordinating pre-season meetings, training workshops with volunteers, ensure job specific tasks are explained, providing contact information for main point of contact

**Scheduling:** Developing a schedule for volunteers based on the needs of the organization; delegating tasks based on experience, certifications, skills, etc. prior to the season’s start.

**Communication:** Effectively communicating with volunteers on a regular basis via phone, text or email, particularly when there is information about an upcoming event that needs to be shared

**Recognition:** coordinating post-event/program debrief with all volunteers, recognition and appreciation activities, collecting feedback through various communications tools (surveys via email, company web- site, post-event handout), coordinating thank-yous (email/notes of gratitude), coordinating volunteer gifts (as appropriate and budget allows)

The ideal candidate for this role would be one that has several years of experience volunteering in a variety of capacities and has a strong background in the management of people in an employment or volunteer capacity. The candidate should have a demonstrated ability to communicate, motivate, lead, and relate effectively to a wide variety of individuals and possess excellent oral and written skills.

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