



Job Description Director of Volunteers Services

GENERAL DESCRIPTION:

The Director of Volunteers is responsible for all aspects of the volunteer program. This includes the assessment of the program as a whole and determine how to best fill the changing needs of the organization. The Director of Volunteer services will lead recruitment, onboarding, training, supervision and evaluation of volunteers, as well as ensure retention is maximized and that recognition is made in a timely manner. This position will oversee coordination of all Habitat volunteers, including construction, ReStore, Neighborhood Revitalization, office, board/committee, and Global Village volunteers, as well as episodic/special events volunteers. The Volunteer Director supervises the Volunteer Coordinator, who also functions as the AmeriCorps program Host Site Manager, and performs the selection, orientation, appreciation, reporting and other tasks for each year's AmeriCorps team; as well as any other staff within the department.

The Director of Volunteers works closely with the affiliate's Director of Development and Communications in leading projects involving both donors and volunteers, such as Women Build, Faith Build, and the Hot Wheels Food Truck Festival. The position works closely with all staff members to create a hospitable atmosphere which is positive and productive for volunteers. The Director of Volunteers reports to the Executive Director.

CORE RESPONSIBILITIES:

Volunteer Program

- Respond personally to all individual volunteer inquiries in a timely fashion
- Interview and place volunteers for specific needs such as committee, office and special events
- Conduct twice-monthly orientations for volunteers
- Monitor and assess the need for volunteer services and suggest program improvements.
- Monitor volunteer satisfaction
- Ensure recognition of volunteers through formal and informal appreciation programs
- Manage community service volunteers from local jurisdictions
- With support from the Department of Community Engagement, manage written information, educational materials, and electronic media pertaining to volunteer outreach and recognition
- Maintain volunteer records, statistics, and the affiliate's volunteer database
- Meet with construction staff weekly to ensure support of current build activities
- Assist Volunteer Coordinator in coordinating the scheduling of groups
- Support Global Village trip leaders in the recruitment and preparation of volunteer teams for service abroad
- Maintain and review job descriptions for all volunteer positions
- Ensure that timesheets, volunteer liability waivers, confidentiality forms, and background check releases are signed, filed, and documented electronically
- Work with staff to handle any volunteer concerns or issues

Committees

- Provide training materials, procedures and current information to all Habitat program committees
- Maintain communication and provide support to program committee chairs
- Work with staff liaisons to ensure productive program committees that provide a meaningful experience for volunteers

- Support annual Board training, as well as ongoing community educational events
- Serve as staff liaison to Speaker's Bureau and work closely with Communications Director on speaker's bureau messaging and training.

Other

- Work closely with sponsors, HFHI and other organizations on special projects and builds
- Represent Habitat to the community through community presentations
- Establish and maintain effective relationships with sponsors, HFHI, and the community
- Supervise volunteers in the office who assist with data entry, thank-you's and other tasks to support the volunteer department
- Promote teamwork and foster motivation and understanding
- Contribute to newsletter for volunteer related articles
- Coordinate volunteers for booths and fairs
- Other responsibilities as assigned by Executive Director

KNOWLEDGE, SKILLS, ABILITIES:

- Enthusiasm, teamwork focused and strong customer service orientation
- Excellent written and verbal communication skills, including public speaking
- Effective leadership and team building skills
- Well organized and detail oriented
- Competency on office computer applications (word processing, publications and presentations, spreadsheet and database management)
- Self-motivated, able to work independently with minimal supervision
- Possess tact, diplomacy and flexibility
- Good supervisory skills
- Project management skills
- Ability to multi-task

EDUCATION, EXPERIENCE:

- BA/BS degree required; graduate education desirable
- 5 years experience in the field of volunteer management / public relations / customer service or equivalent combination of experience, education and training
- 2 years staff supervisory experience
- Personal volunteer experience and commitment to volunteerism in community service

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:

This position is primarily performed at a desk in the office. Outside meetings and presentations are frequently required. The position is classified fulltime, exempt. Anticipated work schedule follows general 'business hours', with no fewer than 40 hours per week expected. Some evening and week-end meetings required in locations and times when public transportation is unavailable. Occasional special projects may require spending 7-10 consecutive days overseeing volunteer logistics.

Salary commensurate with qualifications and experience.

Pensacola Habitat for Humanity is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, marital status, national origin, or disability.

Email resumes to info@pensacolahabitat.org. No calls please.