



## Volunteer & Nonprofit Engagement Manager Job Description Full-Time

### **About Volunteer New York!**

Volunteer New York! is a one-stop resource devoted to increasing volunteerism in Westchester and our surrounding communities. Our core mission is to inspire, mobilize, and equip individuals and groups to take positive action to address pressing challenges, support nonprofits and strengthen the quality of life in our community. We believe in volunteerism and community.

For more than 68 years, Volunteer New York! has evolved to meet the changing needs in our community, creating initiatives in collaboration with the business community, expanding services to engage volunteers of all ages, and expanding its online outreach to make it even easier for people to get connected. Through organized volunteer projects, as well as by connecting individuals to nonprofit organizations, Volunteer New York! helps people take action to strengthen the quality of life in their community.

During the past year alone, Volunteer New York! inspired over 23,000 volunteers in Westchester, Putnam and Rockland counties who contributed over 301,000 hours of service valued in excess of \$8.7 million.

Volunteer New York! prides itself on a culture of excellence and was recently recognized, for a sixth year in a row, as [Top Rated Nonprofit](#).

### **Position Description**

Reporting to the Director, Programs & Evaluation, the Volunteer & Nonprofit Engagement Manager is Volunteer New York!'s first point of entry for individuals and groups interested in volunteering and for nonprofits in need of volunteers. They provide exemplary customer service to both volunteers and nonprofit partners. They work to create and implement an effective volunteer engagement strategy and nonprofit partner support system. The successful candidate will have a commitment to volunteerism, a "can do" attitude, and a good sense of humor.

### **Core Responsibilities**

- Manage the volunteer matching database, ensuring that all potential volunteers are connected to a volunteer opportunity and that all agency listings are kept current and complete
- Provide technical support on the use of the Volunteer New York! website to volunteers and nonprofits
- Maintain relationships with agencies, including answering calls and email requests within 48 hours, conducting site visits to potential new partners, contacting organizations regarding expiring opportunities
- Manage the overall customer experience in support of Volunteer New York!'s soon to be adopted strategic plan
- Deliver HandsOn Connect (volunteer opportunity database) trainings to partner agencies
- Assist with cultivation of story ideas and project ideas for volunteer e-news, other external communications pieces, and social media
- Work with the Director of Communications to identify and prioritize new volunteer opportunities for e-newsletters and social media
- Supervise Placement Specialists (volunteers) and manage interview schedule to facilitate referrals of all inquiries
- Prepare and distribute monthly agency e-newsletter
- Solicit and analyze feedback from volunteers and agency staff regarding programmatic strengths and weaknesses
- Maintain complete, accurate statistics; evaluate referral statistics on a monthly basis; prepare monthly and other statistical reports as needed

- Oversee and implement the Youth Engagement Program ensuring programmatic outcomes including maintain strong relationships with local middle and high schools, attend youth outreach events, deliver Be The Change Presentations and update the youth volunteer guidebook app
- Assist with Rockland Advisory Council and manage meeting agenda, schedule, and notes.
- Assist, as necessary, with organization-wide initiatives such as Annual Volunteer Spirit Awards celebration and community wide days of service (MLK and 9/11).

### **Experiences and Competencies**

- You believe that everyone can serve, volunteering is transformational, and that relationships matter.
- You get excited about empowering others to use their passions, talents and skills to address pressing community challenges.
- Volunteering – you feel everyone should be doing it. In fact, you think in addition to “what do you do for a living?” folks should also be asked “Where do you volunteer?”
- Fanatical at project management, relationships and the details. Imagine a bridge – you need both ends to be strong for it to work properly. Good volunteer engagement requires a strong bridge with volunteers on one side and prepared nonprofits on the other. Positive customer experiences and maintaining strong relationships make all the difference.
- A strategic thinker and communicator. You’re comfortable talking with a broad range of individuals (all ages and stages) and groups (schools and faith based) and nonprofits via in person presentations, over the phone and through email; you understand the value Volunteer New York! can offer to volunteers and nonprofit organizations. You are excited about using Constant Contact and other email marketing tools to communicate our message.
- Exceptional writing skills across a range of materials, from technical training documents to e-newsletters to emails.
- Passionate about building stronger more resilient communities by supporting hundreds of nonprofits.
- You take ambiguity in your stride. You don’t get fazed by emails from volunteers asking for suggestions on how they can complete 40 hours of volunteer service in the next week. In fact, you like the challenge, and quickly come up with some ideas.
- Databases are the coolest thing ever. Salesforce, especially, makes you wonder how you could ever live without them. You believe that data driven decisions help ensure you stay the course.
- You love sharing exciting opportunities with others through Facebook, Twitter and Instagram.
- Must have own transportation and be able to lift/move up to 35 pounds.

**Schedule:** Office hours are Monday – Friday 8:30am-4:30pm; Occasional evening, weekends and coverage of Rockland office, as needed

**Compensation:** Annual compensation, high \$30’s depending on experience. Compensation is paid on an hourly basis; excellent benefits.

**Interested:** Send resume and cover letter to [katie@volunteernewyork.org](mailto:katie@volunteernewyork.org). Please include “Volunteer & Nonprofit Engagement Manager” in the subject line.

AmeriCorps, Peace Corps, and other national service alumni are encouraged to apply.

Volunteer New York! is an Equal Opportunity Employer. [www.volunteernewyork.org](http://www.volunteernewyork.org)