

SAMPLE FROM THE FIELD

Replacing education/experience requirements with success factors in job descriptions

JOB TITLE	Volunteer Manager	DEPARTMENT	Operations
CLASSIFICATION	Full-time, hourly, non-exempt	REPORTS TO	VP of Operations
SUPERVISES	Volunteers	DATE	December 2024

JOB PURPOSE

Responsible for strategizing, implementing, and overseeing all aspects of the Potter League's volunteer program and ensures that our volunteer activities provide maximum benefit to the League, the volunteers and the animals.

ACCOUNTABILITIES

- Responsible for directing and overseeing the volunteer program, including recruitment, orientation, training, retention, recognition, evaluation, and reporting.
- Provides necessary volunteers and volunteer programs to fully support the mission and all activities of the Potter League.
- Creates and accurately maintains volunteer information and database.
- Responsible for development of an annual budget for volunteer programs. Is responsible for the achievement of the program goals and financial objectives.
- Facilitates positive relationships and collaboration between volunteers and paid staff to ensure everyone relates and works together as one team.
- Participates in community outreach programs to enhance the Potter League's volunteer program.
- Responsible for all communications to volunteers as well as to staff about the volunteer activities.
- Attends Potter League events to ensure smooth volunteer integration.
- Demonstrates initiative and a flexible work schedule while working enthusiastically and cooperatively with all departments.
- Adheres to all Code of Conduct standards
- Other duties as requested.

SUCCESS FACTORS

The individual who will thrive in this position:

- Embraces their own uniqueness and that of others.
- Is a strategic, independent, and critical thinker.
- Enjoys working in a fast-paced environment while remaining flexible and adaptable to changing situations.

SAMPLE FROM THE FIELD

Replacing education/experience requirements with success factors in job descriptions

- Can set appropriate priorities and adjust accordingly while multi-tasking to manage time well.
- Communicates professionally and articulately orally, in writing, and via body language.
- Possesses solid computer skills and a command of the Microsoft 365 suite of applications.
- Is trustworthy, reliable, and works with a high degree of confidentiality.

EMPLOYMENT DISCLAIMER: *This job description is not a contract - management reserves the right to change its contents at any time. This organization complies with the guidelines set forth in the Americans with Disabilities Act of 1990 and does not discriminate on the basis of race, color, religion, national origin, ancestry, sex, age, disability, or status as a disabled veteran or veteran of the Vietnam era. This organization is an Equal Opportunity Employer.*