



## **VOLUNTEER AND MEMBERSHIP SERVICES MANAGER**

### **About the Agency:**

For almost fifty years, the Volunteer Center has proudly served as the hub of support for the entire community: from individuals to businesses, to our local non-profits, we continue to make a heartfelt difference in Sonoma County. Connecting volunteers for a vibrant community is our mission and we do that in a variety of key programs: The Human Race, Secret Santa, 2-1-1 Sonoma County, Volunteer Wheels, Resource Center for Non-Profits, Court Referral Program, Greener Earth Together, and Desserts, Purses & Cocktails. More information about these programs, board members and general operations may be found on our website [www.volunteernow.org](http://www.volunteernow.org).

### **Summary and Objective:**

The Volunteer and Membership Services Manager is responsible for the recruitment, training, and tracking of volunteers; coordinating membership promotion and benefits; and providing support to nonprofits seeking resource center assistance (80%). S/he is also responsible for the management of the VCSC volunteers and the volunteer-staffed front office of the VCSC (20%).

### **Position Type/Expected Hours of Work/Travel:**

This is a full-time, non-exempt position. Typical schedule is Monday through Friday, 8:00am – 5:00pm. Occasional travel in Sonoma County is typical for this position.

### **Qualifications:**

- Bilingual Spanish/English skills are desired.
- High School diploma/GED required; college degree preferred, or equivalent combination of skills and professional experience.
- Experience with event planning is desired.
- Minimum 5 years of experience in the nonprofit sector.
- Minimum 3 years supervisory experience with staff or volunteers.
- Excellent working knowledge of MS Word, Excel and Outlook.
- Experienced with Constant Contact, contact databases and Social Media.
- Ability to multi-task, while still being detail oriented.
- High level of customer service; professional demeanor.
- Ability to relate to visitors and staff in a professional, efficient, friendly, calm and helpful manner.
- Strong organizational, verbal, grammatical and written skills.

### **Essential Functions:**

- Manage Membership and member benefits through communication, marketing and engagement activities.
- Recruit and supervise the Volunteer Center on-site office, event, and support volunteers.
- Develop and maintain strategic partnerships with service providers, organizational and government/public partners, including nonprofit agencies. Coordinate key outreach activities in conjunction with strategic initiatives.

- Recruit volunteers at large by conducting presentations to community groups; establish a network of volunteers.
- Create content, design and distribute monthly VCSC external newsletter.
- Work closely with Development Department to produce grant requests, assist development activities, and support events.
- Maintain and manage evaluation and tracking tools for impact and results of volunteer and nonprofit services programs.
- Provide referrals and resources to nonprofits.
- Plan and coordinate workshops, roundtables, and member events.
- Promote workshops online, through e-marketing tools and during outreach opportunities.
- Plan and coordinate network groups: monthly Volunteer Manager's, Social Media, and Finance Manager's Roundtable, and the quarterly Executive Director Forum.
- Coordinate the implementation of a new database (Hands on Connect), maintain and manage this database.
- Maintain contact lists of nonprofit constituents in Constant Contact.
- Learn and support donor database (Fundly) and participate in monthly Fundly User Group meeting.
- Schedule appointments and assist clients with use of the Foundation Directory Online. Give short tutorials when necessary.
- Submit nonprofits Good Deeds requests to Press Democrat weekly.
- Coordinate and processes room rentals for Classroom and Boardroom.
- Schedule, plan and recruit for "*Done in a Day*" group volunteer projects.
- Coordinate disaster response system and train new staff on emergency procedures.
- Manage and update VCSC website and community calendar.
- Keep up to date on information and technology affecting functional area(s) to increase innovation and ensure compliance with all required regulations.
- Participate in Human Race by assisting and encouraging nonprofit members with their Human Race fundraising and engaging volunteers.
- Participate as an active member of the VCSC Leadership Team.
- Perform other related duties as assigned.

**Benefits we offer:**

- Paid on the job training
- Flexible work schedule
- Generous sick, vacation and holiday schedule
- Voluntary retirement plan
- Extensive medical, dental, vision and life insurance benefits

**Equal Opportunity:**

Volunteer Center of Sonoma County is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

**To be considered for the open position you must:**

1. Review our website [www.volunteernow.org](http://www.volunteernow.org) to ensure that the services we offer, our mission, and values are good match with yours.

2. Send an email to [hr@volunteernow.org](mailto:hr@volunteernow.org), with a subject heading **Volunteer and Membership Services Manager**; attach your resume and cover letter specifying your salary requirements.