

# Manager of Volunteer Services

## Job Summary

<b>Reports to:</b> Chief Operating Officer <b>Supervises:</b> Volunteers (350+ /190 active) <b>Member of:</b> Operations Council	<b>Key Relationships:</b> Equine Director, Program & Research Director, Instructors, Outreach Specialist, Facility Manager
<b>Summary:</b> Accountable for maintaining a fully staffed, skilled volunteer work force that meets the needs of all Fieldstone Farm programming. This includes volunteer recruitment, training and scheduling. The Manager of Volunteer Services helps Instructors with strategies to recognize, retain and progress their volunteers. This position is responsible for the volunteer customer experience which includes communications (weekly e-newsletter), recognition events (annual banquet, holiday luncheon, volunteer appreciation week) and the volunteer fundraising campaign.	
<b>Essential Responsibilities:</b>	<b>% of time</b>
<b>Recruitment/Screening/Scheduling:</b> <ul style="list-style-type: none"> <li>• Recruits volunteers through events and advertising when necessary.</li> <li>• Screens incoming volunteer applications, manages training materials and conducts orientations (approximately 15 per year).</li> <li>• Schedules volunteers to meet weekly programming and special event needs. Works closely with the Outreach Specialist to facilitate class additions/expansions. Helps find last minute substitute volunteers when necessary.</li> <li>• Recruits and oversees service group projects (approximately 10-13 per year).</li> <li>• Coordinates and supervises high school and college intern program.</li> </ul>	30%
<b>Skill Progression:</b> <ul style="list-style-type: none"> <li>• Creates opportunities for volunteers to improve their horse leading and sidewalking skills in conjunction with the Equine Director (approximately 20-25 per year).</li> <li>• Tracks volunteers' proficiency levels and works with instructors to progress their volunteers' skills.</li> <li>• Observes classes to identify skill training needs and to support instructors' volunteer management.</li> </ul>	30%
<b>Recognition &amp; Communication:</b> <ul style="list-style-type: none"> <li>• Maintains volunteer lounge area including snacks and posted communications.</li> <li>• Plans the annual volunteer banquet, which includes Presidential Service awards, special award winners, and arrangement of catering and decorations; volunteer appreciation week; and the volunteer holiday luncheon.</li> <li>• Writes and publishes Fieldstone's weekly volunteer e-newsletter.</li> <li>• Creates and distributes Constant Contact communications when necessary.</li> </ul>	20%
<b>Fundraising</b> <ul style="list-style-type: none"> <li>• Spearheads the volunteer fundraising campaign: manages committee, develops promotional activities, tracks and communicates progress.</li> </ul>	5%
<b>Administrative:</b> <ul style="list-style-type: none"> <li>• Conducts annual volunteer satisfaction survey.</li> <li>• Supervises maintenance of volunteer database records including transferring hours from TimeClock into Donor Perfect.</li> <li>• Primary point of contact for Wranglr, volunteer scheduling program.</li> <li>• Updates volunteer paperwork annually.</li> <li>• Creates and manages annual Volunteer Program budget.</li> </ul>	15%
<b>The ideal candidate will have:</b> <ul style="list-style-type: none"> <li>• Interest in and aptitude for achieving PATH CTRI Registered Instruction Certification</li> <li>• Superior organizational and communication skills, detail-oriented with an ability to multi-task</li> <li>• People-oriented with strong customer service, team-building and project management skills</li> <li>• A minimum of 5 years of equine experience &amp; a minimum of 3 years managing a 20+ team of people</li> </ul>	