



Job Title: Volunteer & Community Resource Manager **Date Completed:** June 7, 2021
Employment Status: Salaried, Exempt

Job Summary:

The Volunteer & Community Resource Manager works with the Volunteer, Homeowner Services, and ReStore departments. This position is responsible for coordinating and organizing volunteers for the mission related needs of Habitat for Humanity-MidOhio and assisting with homeowner services intake, processing, and community events/orientations. This position will be approximately 75% in-office work, and approximately 25% will be at job sites, in ReStores, and at community events. This person will report to the Director, Volunteer Services.

Essential Duties and Responsibilities ~~include the following; other duties may be assigned.~~

1. Respond to volunteer interest requests from both groups and individuals. Identify opportunities to grow and diversify the volunteer base to support the affiliate's mission.
2. Be the primary volunteer contact for the ReStore for the purposes of developing and sustaining a positive volunteer experience.
3. Be knowledgeable in both volunteer and homeowner services programs and processes.
4. Manage volunteer background check process.
5. Engage and coordinate volunteers, including logistics, orientation, regular communications, and other activities to maintain positive relationships and perceptions of the volunteer program.
6. Assist with and coordinate orientations for large and small groups, both in-person and online for volunteer and homeownership opportunities.
7. Assist with homeowner intake line, including inputting information into relevant database.
8. Assist with processing homeowner applications as needed.
9. Maintain and manage volunteer information in the database, such as tracking names, dates, hours, and other key information.
10. Visit project sites and ReStores as needed to drop-off appreciation items, build volunteer rapport, and pick up volunteer related information.
11. Attend, recruit, and schedule Habitat Ambassador volunteers for recruitment fairs, community outreach, and speaking engagements for volunteer and homeownership programming.
12. Assist with volunteer appreciation/recognition.
13. Assist with supplying information to the Communications and Development Manager to effectively highlight the activities of the volunteer and homeowner services programs.
14. Participate in the coordination, planning, and implementation of Neighborhood Revitalization related activities, special events and community outreach booths, including ReStore related, with the involvement of mobilizing volunteer needs.
15. Performs all other duties and assignments as defined by the Director, Volunteer Services.

Job Requirements:

- Bachelor's degree and/or experience in working with volunteers or coordinating activities with individuals preferred.
- This position demands dynamic interpersonal, planning, organizing, and communication skills along with the ability to work with a diversity of people, either in a group or one-on-one.
- Must possess excellent time management skills and ability to coordinate multiple tasks among multiple departments.
- Must be self-driven and detailed oriented.
- Must have excellent presentation skills and the ability to facilitate orientations.
- Previous customer service experience is preferred.
- Outreach/networking ability and awareness of available community resources are preferred.
- Project management and leadership experience is preferred.
- Must have a working knowledge of Microsoft Office Products, general administrative skills, and be willing to learn affiliate database and tracking systems.
- Passionate about the mission of Habitat for Humanity.
- This position requires the ability to respect confidentiality of customer information.
- Since the position works with the general public and volunteers, the work week will be Tuesday through Saturday. Some evening and weekend hours will be required as well to be available to attend/coordinate events and activities.

How to Apply: Email resume to Brent Jones, COO, at bjones@habitatmidohio.org

EQUAL EMPLOYMENT OPPORTUNITY

All qualified applicants will receive consideration for employment without regard to national origin, race, color, religion, age, sex, sexual orientation, marital status, individuals with disabilities, and equally to disabled veterans and veterans of the Vietnam Era.