

# Make-A-Wish®

## NORTHEASTERN & CENTRAL CALIFORNIA AND NORTHERN NEVADA

**JOB TITLE:** Senior Volunteer Manager

**REPORTS TO:** Senior Director of Communications & Outreach

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### Job Summary:

The Sr. Volunteer Manager is responsible for maintaining a centralized, effective volunteer network to support the chapter's development and community outreach efforts in its 45 counties. The position's priority is to provide a premiere volunteer experience with an emphasis on the development of volunteers to support the work of the chapter to advance the organization's mission, enhance its position with relevant constituents and to broaden Make-A-Wish awareness.

**General Job Description:** (Other duties may be assigned as needed)

General Duties:

- Develop, promote, and maintain a wide range of volunteer opportunities within the organization's chapter-wide area
- Implement stewardship program to ensure retention and satisfaction
- Provide regular and consistent communications to all volunteers
- Identify volunteer assessment and develop recruitment plan accordingly
- Survey staff regularly to assess needs for volunteer assistance
- Maintain volunteer descriptions for each volunteer opportunity
- Ensure volunteers are staffed to support the various areas of operations, to include but not limited to wish visits, special events, development, and marketing/communications
- Recommend the most efficient use of volunteers, appropriate volunteer/supervisory mix, and future workplace needs to support volunteer program operations
- Conduct regular volunteer orientation, screenings and training
- Develop and manage volunteer policies, procedures, and standards of volunteer service
- Assess wish family feedback received through comment forms
- Organize and participate in volunteer recognition programs and special events
- Evaluate all aspects of volunteer programs to ensure effectiveness and to recommend and implement changes as appropriate
- Maintain accurate records in the database and provide timely statistical and activity reports on volunteer participation
- Oversee Docent Program at the Wishing Place in Sacramento
- Create and distribute various communications and publications

- Identify community outreach opportunities such as fairs, festivals, local markets, and organizations
- Conduct tours as needed or requested and coordinate reservations for group tours
- Other duties as assigned

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill and/or ability required.

- Possess a bachelor’s Degree in human services, psychology, or non-profit management or equivalent experience in related field
- Ability to multi-task in an organized manner
- Prior knowledge and experience in effective database management
- Integrity, maturity and ethical awareness
- At least 3 years prior volunteer management or human resources experience. 3-5 years of applicable work experience strongly desired
- Candidate will have a high level organizational, collaborative skills and the willingness to support productive team work

**Skills:**

- Excellent computer and computer software skills with specific emphasis on Microsoft Office, Word, Excel, and internet search programs and email communications. Raiser’s Edge experience preferred.
- Possess organization and project planning skills
- Customer service skills – wish families, volunteers, donors
- Bi-lingual skills strongly desired but not required
- Creative thinker and self-starter
- Strong leadership skills with the ability to motivate and inspire a diverse group of volunteers
- Professional demeanor and appearance
- Strong interpersonal communications skills – phone, email and in person
- Strong public speaking skills
- Excellent time management skills with the ability to prioritize multiple tasks efficiently and effectively
- Strong attention to details and deadlines
- Ability to work independently and as part of a team
- Ability to calmly handle high pressure situations

**Time commitments:**

Full-time, exempt employment status

Occasional evening or weekend fundraising events, as needed

Monthly chapter wide travel required

**To Apply:**

- Visit our website
- Email your resume to Debbie Hurst at [dhurst@necannv.wish.org](mailto:dhurst@necannv.wish.org)