

**Position:** Volunteer Engagement Manager

**Status:** Full-Time, Hybrid

**Compensation:** \$57,000-\$63,000



In 1990, a group of visionary women established The Women's Resource on the founding belief that *a woman who controls her finances controls her destiny*. We fulfill our mission by offering **YourLife** programs for women and our **RISE!** (Your Road to Independence, Success, and Empowerment) program for high school girls.

## **Position Description**

The Volunteer Engagement Manager leads the vision and execution of volunteer engagement at The Women's Resource, playing a critical role in connecting people to the mission in meaningful and lasting ways. This individual partners across departments to align volunteer efforts with programmatic and organizational priorities, while also engaging employers and community members. Through creating pathways for deeper engagement and long-term support, this role helps drive the organization's growth, visibility, and long-term impact. This position requires strong attention to detail, clear and timely communication, and the ability to manage competing priorities while equipping and empowering volunteers to succeed. The Volunteer Engagement Manager ensures the organization has the right people, prepared and supported, to deliver high-quality programs and strengthen the organization's engagement-to-giving pipeline.

## **Volunteer Program Leadership and Execution**

- Leads and manages all aspects of the volunteer program, including recruitment, onboarding, training, communication, recognition, retention, and engagement.
- Designs and implements a comprehensive volunteer strategy that aligns with programmatic, administrative, and development priorities.
- Ensures a consistent, reliable pipeline of qualified volunteers to meet the needs of all departments and initiatives.
- Anticipates and addresses gaps in volunteer coverage, including resolving last-minute cancellations and ensuring seamless program support.

## **Cross Functional Collaboration and Program Support**

- Partners closely with other department managers to assess needs, define volunteer roles, and recruit and place qualified volunteers that can ultimately enhance program effectiveness.
- Serves as the primary point of contact for volunteers, providing clear communication, guidance, and support to ensure a high-quality and meaningful volunteer experience.
- Oversees volunteer engagement across all areas of the organization, including:
  - YourLife (Finance Classes, Possibility Groups, Career Program)
  - RISE! (Guest Speakers and program support)
  - Development (fundraising events and initiatives)
  - Administrative and operational support functions

## **Development and Partnerships**

- Works closely with the Chief Development Officer to cultivate and manage corporate partnerships by identifying, qualifying, and building relationships with new corporate partners to expand volunteer engagement and deepen community support.
- Helps increase support from individual volunteers who would give their talent and time, along with funding, to the organization.
- Serves as an ambassador for the organization by presenting volunteer opportunities to corporate partners and individuals inspiring participation and growing long-term involvement.
- Curates and executes mission-driven volunteer and engagement events that connect volunteers and key stakeholders to the organization's work, including experiences that directly benefit and celebrate clients.

## **Systems, Evaluation, and Accountability**

- Oversees the effective use of Salesforce to schedule volunteers, track engagement, and maintain accurate records of service and participation.
- Manages volunteer feedback and observations from staff, leadership, and TWR board members to ensure continuous quality improvement.
- Analyzes data/trends to identify gaps, improve volunteer effectiveness, and inform best practices.
- Regularly observes programs to ensure quality, consistency, and alignment with organizational standards.
- Drives progress toward annual goals and key performance indicators related to volunteer engagement, program support, and corporate engagement and giving.
- Ensures all volunteer activities uphold our standards for safety, confidentiality, and excellence.
- Contributes to a culture of continuous learning, improvement, and innovation.

## **Qualifications & Skills**

- Demonstrated experience leading volunteer, community engagement, or programmatic efforts.
- Proven ability to build and navigate relationships with a diverse range of stakeholders, including staff, volunteers, community members, and donors.
- Strong project ownership with the ability to take initiative, solve problems, and work independently.
- Excellent written, and verbal communication skills with a high level of professionalism and clarity.
- Ability to manage multiple priorities in a fast-paced environment while maintaining attention to detail and meeting deadlines with a high level of personal accountability and follow-through.
- Collaborative with the confidence to lead initiatives and influence outcomes across departments.
- Proficient in Microsoft Office and experience with Salesforce or similar CRM systems preferred.
- Reliable transportation is required.
- Ability to communicate in Spanish is a plus.

## **Candidates should have 2–4 years of relevant experience in two or more of the following areas:**

- Volunteer management
- Program coordination, delivery, or operations
- Community engagement or outreach
- Training, facilitation, or group instruction
- Nonprofit development or donor engagement
- Event planning or group coordination, including employer or corporate engagement

## **Work Environment and Schedule**

This is a hybrid position with a combination of in-office and remote work. The role requires flexibility, including occasional evening and weekend hours to support volunteer activities and events.

## **Application Process**

Applicants will be reviewed on a rolling basis. To apply, email the following to [smagers@thewomensresource.org](mailto:smagers@thewomensresource.org) (Attn: Stephanie Magers, Chief Development Officer):

1. Resume
2. Writing sample that addresses the following email scenario. (100–250-word email, 12-point font)

**Scenario:** A representative from a large employer and long-time donor has reached out expressing interest in organizing a group volunteer experience for their team. They are enthusiastic but have proposed an idea that does not fully align with your current program needs.

Please draft an email response that reflects how you would communicate with this individual in a professional manner. Briefly explain your approach and any key decisions you made in your response.

Only qualified applicants that submit **BOTH** documents requested above will be considered.