



## Volunteer Manager Job Description

**Position Title:** Volunteer Manager

**FLSA Status:** Part-Time (20 hours/week), Non-Exempt

**Starting Salary:** \$15/hour

**Benefits:** Once eligible, 3% match for Individual Retirement Account

**Supervisor's Title:** Education Director

**Location:** Buffalo, NY

**Organization Mission:** WEDI empowers economically disadvantaged people in Buffalo, NY.

**Websites:** [www.wedibuffalo.org](http://www.wedibuffalo.org) | [www.westsidebazaar.com](http://www.westsidebazaar.com)

### Programs Overview:

WEDI fulfills its mission and vision through three core competencies.

- Economic Development: Low-income individuals and families attain sustainable incomes through business creation and expansion.
- Community Development: Entrepreneurs create focused, market-driven, and sustainable destinations that bring people together to create strong, diverse neighborhoods.
- Education: English language learners acquire comprehension and fluency to attain parity with native English-speaking peers, which in turn promotes high graduation rates, family health, and a strong community.

### Position Summary

The Volunteer Manager is responsible for overseeing the volunteer, including unpaid intern, recruitment, placement, and retention process and for working with WEDI staff to meet their volunteer needs. The Volunteer Manager is the primary point of contact for over 100 Education volunteers.

### Key Responsibilities

#### *WEDI Volunteer Management - 50%*

- Develop, implement, and advocate for an organization-wide strategy for volunteer engagement.
- Develop and help conduct effective volunteer recruitment initiatives.
- Measure and communicate volunteer impact and recognize volunteers for that impact by implementing a tracking system, regularly reporting on the contributions made through volunteer engagement, and expanding the volunteer recognition and benefits program.
- Work with WEDI staff to ascertain volunteer position needs, develop position descriptions, and proactively recruit and train volunteers in a timely manner based on skills, experience, and interest.
- Prioritize, and review work assignments for volunteers.
- Respond to volunteer inquiries by email and phone daily, communicating volunteer opportunities and organization updates.
- Identify and resolve volunteer related issues, conflict, and performance concerns in conjunction with program managers and supervisors.
- Responsible for managing a large volunteer database. Create and organize shifts, trainings and orientations. Ensure volunteer profiles are complete and volunteers are trained.
- Responsible for all data entry of volunteer statistics, including monthly reports, event and shift hour time

sheets, training attendance, placements and biographical information using volunteer database.

- Assist staff with volunteer relations and management, to empower them to work with volunteers in their department. Assist staff in identifying tasks appropriate for volunteers and developing volunteer roles and job descriptions.
- Coordinate volunteer orientations and department specific events, ensuring all new volunteers are adequately introduced to the organization, its mission, and goals and are trained on its policies and procedures.
- Cultivate relationships with the West Side community, other non-profit organizations, student groups, small businesses, and community advocates in efforts to recruit new volunteers.
- Maintain a database of core volunteers, noting strengths and interests so they can receive special recognition or accept responsibilities based on their proven dedication. Include volunteer appreciation, engagement, and retention.
- Recruit and coordinate volunteers for large scale events and special projects. Coordinate orientations and trainings for these events and projects.
- Cultivate and deepen volunteer relationships to ensure positive outcomes and experiences and continued impactful engagement. Through these efforts, provide recommendations to managers and supervisors.
- Promote positive morale, creativity, and teamwork among volunteers and staff.
- Other duties as assigned.

*Education Program Volunteer Management - 50%*

- Coordinate placement of all Education volunteers, including orientation, onboarding, mandatory trainings, and initial background checks.
- Maintain status as the point person for all Education volunteers for daily interactions and problem-solving.
- Record and report all volunteer hours with Education.
- Facilitate and track all necessary trainings and background check renewals for volunteers.
- Work with Education staff to fill specific volunteer needs.
- Communicate with Education volunteers through a newsletter and personal contacts.
- Other duties as assigned.

**Required Qualifications**

- Experience managing volunteers in a nonprofit setting
- Ability to complete tasks quickly and on schedule; ability to manage multiple projects
- Competent and efficient in Google applications, MS Office, and other internet applications
- Demonstrated problem-solving skills; high accuracy in work and attention to detail
- Experience working with low-income communities and English Language Learners
- Willingness to learn on the job and be flexible

**Preferred Qualifications**

- Bachelor's degree or equivalent experience
- Experience working in a non-profit, mission-driven organization
- Passionate about empowerment programming that serves diverse, low-income communities

**Application**



WEDI values diversity and inclusion throughout its city and in its organization. People of color, women, LGBTQIA+ people, people with disabilities, and formerly incarcerated people are encouraged to apply.

Hourly pay will be commensurate with education and experience. WEDI will include health insurance with a full-time position.

Applications are currently being accepted and will continue until the position is filled. Email inquiries and applications only. Please submit a cover letter and resume to [jobs@wedibuffalo.org](mailto:jobs@wedibuffalo.org).