



East Cooper Meals On Wheels, Inc.

Serving the communities of Mount Pleasant, Daniel Island, Isle of Palms,
Sullivan's Island, Cainhoy and Wando

Job Description: Volunteer Manager

Organizational Role

We are looking for a Volunteer Manager who is also our head cheerleader, customer service manager, and life of our party! This person is responsible for executing all aspects of volunteer management including recruitment, training, scheduling, acknowledgment, and managing relationships with over 350 of the best volunteers in the world.

Here is who we are looking for!

- A BA degree in a related field
- Excellent interpersonal, organizational, communication, and problem-solving skills
- Proven ability to work as part of a team, multitask, manage details, and provide excellent customer service.
- Experience working with Microsoft Office applications, web-based applications, and ability to maintain a volunteer information system.
- Clear understanding of and commitment to the organization's mission of service to East Cooper's homebound residents

If you are not all of the following, please DO NOT apply!

- Love to entertain
- Make people laugh and you laugh the loudest
- Very much a "Cruise Director" type person
- Life of the party
- Unforgettable
- Head cheerleader
- Outgoing, sociable, friendly, extroverted, and lively
- Gregarious and Affable
- Great sense of humor
- Magnetic charm that attracts people
- Enthusiastic and Flexible
- Extreme People Person!
- Multitasking, scheduling, putting out fires

Volunteer Services Responsibilities and Details

- The Volunteer Manager owns and manages all volunteer-related tasks, including recruitment, training, scheduling, acknowledgment and managing relationships with over 350 volunteers. The Volunteer Manager plays a key role in our organization interacting with our volunteers and recipients in a compassionate, empathetic and respectful way.
- Coordinate, schedule, and entertain volunteers in the packing and delivery of daily nutrition to recipients.
- Work with the Communications and Events Manager to coordinate and schedule volunteers for community and fundraising events like our Gala.
- Manage an effective volunteer onboarding program to include: ongoing recruitment with external groups, maintaining waitlists, scheduling and developing volunteer orientation and welcome information packets, schedule and develop task training and placement across all areas, and developing new volunteer roles.
- Coordinate with the Communications and Event Manager to ensure relevance and appropriateness of external messaging (website, social media, news articles and newsletters) related to volunteer needs.
- Develop and implement positive recognition program to include: Volunteer of the Quarter and Year awards, monthly newsletter highlight, Volunteer Week, annual tenure awards, and Volunteer Appreciation Luncheon.

- Maintain central volunteer database and all relevant operational volunteer lists; generate and track reports for recruitment and retention and annual audit.
- Develop content for the monthly volunteer e-newsletter.
- Work with Development team to craft community partner engagement activities or new corporate volunteering roles, including any relevant onboarding and training.
- Manage and collaborate with the part-time employee for assistance, as needed, such as processing volunteer applications on ServTracker and photography for various volunteer opportunities.
- Crosstrain with the Recipient Services Manager on how to enter new recipients into the database, assess appropriate services and printing of meal delivery route sheets.
- Collaborate with the Recipient Services Manager on all recipient related issues to the messaging to volunteers about recipients regarding programs.
- Follow best practices and always look for more efficient ways to accomplish our mission.
- Help promote awareness of our services to the community.

In Summary:

Work across teams. Be available to serve on the food line and deliver meals on any given day. Ability to pivot in a moment's notice due to changes in priorities. Detail oriented, organized, multitasker, ability to prioritize, ability to engage with different types of personalities, all hands-on deck attitude, data entry, answering of phones, assist with nutritional drinks and coolers, and therefore the ability to lift 20 pounds. Program development and training the volunteers for various positions. Provide great customer service with a positive "can do" attitude. A greeter to every volunteer every day. Have FUN.

This is not a work from home position. Office hours are 7am to 3pm, Monday – Friday. After 90 day waiting period, benefits include health, dental, and vision insurance, 401K and match, holiday, and paid time off.

Please send cover letter, resume, and salary requirements to George Roberts at groberts@ecmow.org