

POSITION: **Volunteer and Education Manager**

REPORTS TO: Gainesville Operations Director

HOURS: 40 hours, typically Monday-Friday, however, this position has varying working hours includes occasional nights and weekends and at least one Saturday each month

CLASS: Full-time, hourly

SCOPE OF POSITION

The Volunteer and Education Manager oversees the Volunteer Program as well as the Education Program in accordance with the Humane Society of Northeast Georgia (HSNEGA)'s Strategic Plan goals. This position directs the recruitment, retention and stewardship of volunteers for HSNEGA as well as coordinates and implements education programs in the local and regional community including on- and off-site visits. Essential duties include:

Volunteer Development

- Serves as liaison between volunteers, external partners, and HSNEGA team members
- Develops and implements strategies to actively recruit and retain a diverse group of volunteers
- Works with HSNEGA team to fill the needed volunteer openings on an ongoing basis
- Responds to inquiries regarding the volunteer program in an efficient and timely manner
- Completes in-person orientation of new volunteers and coordinates training of volunteers making sure all aspects of the process are in accordance with HSNEGA's mission and standard operating procedures
- Communicates regularly with volunteers through meetings, Facebook groups, and other avenues. Publishes a volunteer e-newsletter weekly
- Works to actively grow the volunteer program through individuals, community groups, corporations, etc.
- Ensures and enforces volunteer hours/duties are recorded in the volunteer management program
- Provides volunteers continuous feedback and guidance when requested or required
- Develops and implements effective volunteer retention strategies. Implements and coordinates recognition/reward programs to honor volunteers
- Notes incidents and injuries and follow-up with appropriate action and advise direct supervisor of situations/happenings either complimentary or detrimental to HSNEGA or the animals
- Confers with similar positions in other non-profit organizations to keep abreast of innovative best practices
- Reviews and regularly updates the volunteer handbook, volunteer job descriptions, department SOPs, and department forms as needed. Maintain the Volunteer section of the HSNEGA website
- Reports regularly on department activities to the Gainesville Operations Director

Education Program

- Acts as HSNEGA's education representative including guiding groups touring HSNEGA and off-site visits at schools, clubs, etc.; trains select volunteers to be ambassador(s) to assist as needed
- Researches, develops and updates curriculum, programs & activities to educate the community about animal welfare and the activities of HSNEGA, ensuring that the Education Program is in accordance with the organization's mission and long-term strategic goals. Continually seeking advantageous partnerships with schools, clubs, corporate partners, and other organizations in relation to HSNEGA education initiatives
- Schedules and coordinates both on-campus and off-site educational programs/tours/presentations. Maintains a calendar of activities noting group demographics and number of individuals served



- Works with the Philanthropy and Community Impact team on community outreach including quarterly vaccine/education clinics
- Plans HSNEGA's Pet P.A.L.S. Summer Camp each year (June/July) and coordinates with contracted Camp Leader and counselors

Other Duties

- Maintains budget for volunteer and education programs including tracking expenses and income for various programs/events.
- Anticipate problems before they arise and take actions to mitigate
- Willingly and cooperatively performs other duties as assigned that may not be in specific job description
- Regularly updates and reviews programs and processes to maintain best practices

Knowledge, Skills and Abilities

- Associate's or Bachelor's degree preferred
- Previous volunteer or project management and experience in the education field highly desirable
- Demonstrated experience in dealing effectively and tactfully with the public, and ability to create a positive work culture and implement change when needed
- Excellent time management, multitasking and organizational skills. Ability to establish priorities and meet deadlines
- Communicate clearly and concisely, both orally and in writing, with a wide range of various age groups
- Ability to develop and deliver presentations aimed at various age groups
- Ability to create a team environment/positive work culture and implement change when needed
- Demonstrated ability to work or learn different software programs including MS Office, Volunteer Databases, etc.
- Willing and able to obtain training as needed
- Demonstrated ability to apply good judgment in making decisions in accordance with organizational policies and procedures and to handle emergencies, using critical thinking and acting accordingly
- Sound judgment and ability to exercise complete discretion when dealing with confidential information

Physical Requirements and Work Environment

- Regularly sits at a computer station and operates electronic equipment
- Consistently exposed to animals/animal allergens under conditions with limited alternatives available
- Frequently interacts with animals and should feel comfortable handling animals on an occasional basis
- Be able to successfully handle routine and difficult public contacts and have excellent conflict resolution skills
- Because this position involves working with children, a satisfactory background check may be required
- Some regional travel required

This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship

The Humane Society of Northeast Georgia is an Equal Opportunity Employer and encourages candidates of all backgrounds to apply for this position.