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JOB DESCRIPTION

**Manager – Volunteer Programs**

**THE ORGANIZATION** The Pennsylvania Society for the Prevention of Cruelty to Animals (Pennsylvania SPCA) is a non-profit animal welfare organization that has been working to protect and improve the lives of animals since its founding in 1867. It is the second oldest humane organization in the United States. The organization employs 130 staff and operates two animal sheltering and adoption facilities. With programs ranging from rescuing animals from abuse to low-cost veterinary services and pet adoption, the Pennsylvania SPCA is the largest animal welfare organization in Pennsylvania and the mid-Atlantic region.

**SUMMARY:** The Manager – Volunteer Programs is a key position whose primary purpose is to engage volunteers as animal advocates who support the work and mission of the PSPCA. The Manager – Volunteer Programs interfaces with all departments as a conduit to expand our capacity with volunteers for the following areas which include, but are not limited to, animal adoptions, donations, organizational awareness, events, and animal care.

**PRINCIPAL DUTIES**

* Develop, promote, and maintain a wide range of group and individual volunteer opportunities within the organization as well as identify gaps within day-to-day shelter operations and fill those gaps with volunteer assistance;
* Evaluate all aspects of volunteer programs to ensure effectiveness and to recommend/implement changes as appropriate;
* Facilitate the weekly distribution of relevant information for volunteer email blasts and volunteer social media accounts;
* Identify community outreach opportunities such as events, fairs, festivals, local markets and organizations and attend for the purpose of actively recruiting volunteers, promoting organizational awareness, increasing donations and increasing adoptions;
* Respond to daily volunteer inquiries via phone and email to ensure successful placements for individuals and groups as well as facilitate weekly orientation for new volunteers;
* Maintain all communication and database entries for volunteers, from initial inquiries and application through service recognition as well as hours logged, work performed and training completed;
* Recruit and implement group volunteering activities for corporate groups, community groups and school groups.

**EDUCATIONAL REQUIREMENTS:** Bachelor’s degree or equivalent desired; three (3) years managing volunteers or leading teams and/or organizations required. However, experience above the minimum will be considered in lieu of a college degree.

**EXPERIENCE, ABILITIES AND QUALITIES REQUIRED**

* Strong interpersonal and leadership skills. The ideal person for this job would be mature: have the ability to solve problems and work with minimal supervision, have good judgment as well as being personable, professional, patient, have a take charge attitude, and have the ability to come up with fresh ideas;
* Must demonstrate an understanding for the strategic importance of volunteers – for the work they do, for the skills that they bring, and for the financial support that they provide;
* Ability to work in a stressful environment and handle difficult situations with both staff and the public required;
* Strong problem prevention and problem solving skills – focus on mitigating risk to prevent problems and then having agility to quickly find solutions to problems when they arise;
* Ability to accommodate varied work assignments and schedules. Provide leadership and direction with the ability to prioritize and plan ahead;
* Creative and resourceful; ability to generated new volunteer program ideas and implement them on a limited budget;
* Ability to communicate (written and verbal) skillfully and effectively with a culturally diverse staff, volunteers and community in a professional, pleasant, respectful, courteous and tactful manner at all times;
* Proficient in computer applications, such as software, word processing, spreadsheets, and internet usage as well as knowledge of management principles and evaluation techniques related to programs that involve a cadre of volunteers;
* Ability to lift and move objects and animals weighing up to 50 pounds for short distances and to humanely restrain an animal when necessary.

**IMMEDIATE SUPERVISOR:** Director of Human Recourses

**FLSA STATUS:** Full Time, Exempt Position. Daily hours and days of the week may vary according to the needs of the department schedule. Includes night, holiday and on-call work. Weekends are required.

**INTRODUCTORY ASSESSMENT PERIOD** The introductory assessment period runs from the date of hire for three months thereafter. For employment in any position with the Pennsylvania SPCA, this introductory assessment period is the period during which the specifics of the job are learned. During this period, either the employee or the Pennsylvania SPCA may end the employment relationship without notice or prejudice.

**EMPLOYMENT** There is no minimum period of employment guaranteed or implied by acceptance of an employment offer.