



JOB DESCRIPTION

JOB TITLE: Volunteer Engagement Manager

REPORTS TO: Chief Impact & Advocacy Officer

FLSA STATUS: Non-Exempt, Full-Time

DIVISION: Programs

HOURLY: \$24 - 26 per hour, based on experience

LOCATION: Kitchen & Senior Innovation Hub, 9590 Chesapeake Drive (Onsite Full-Time)

SUMMARY:

Under the supervision of the Chief Impact & Advocacy Officer, the Volunteer Engagement Manager is responsible for managing all aspects of volunteer programs, including recruitment, onboarding, training, retention, and appreciation.

The ideal candidate will be proactive, adaptable, and capable of handling a dynamic workload while maintaining a high level of professionalism, demonstrating political sensitivity in all interactions, and excelling in building strong relationships with diverse groups of people.

DUTIES & RESPONSIBILITIES:

- **Volunteer Recruitment & Engagement:**
 - Recruit and engage volunteers from various sources, including community organizations, social media, and corporate groups.
 - Identify and develop volunteer opportunities and roles within the organization.
 - Cultivate and maintain relationships with companies, organizations, and other volunteer agencies to expand and support the volunteer base.
 - Collaborate with relevant departments to create and distribute recruitment and engagement materials.
 - Represent the organization at events and functions as needed.
- **Volunteer Onboarding, Training & Management:**
 - Manager and ensure the completion and accuracy of volunteer onboarding processes, including background checks and training.
 - Manage and update training materials and processes to align with organizational needs.
 - Maintain and oversee the volunteer database, ensuring efficiency and accurate record-keeping.



- Supervise direct report/s and delegate tasks and projects as necessary.
- Participate in relevant meetings, including Operations, Leadership, and other internal or external networking meetings.
- **Volunteer Retention, Recognition & Communication:**
 - Develop and implement strategies for volunteer retention and appreciation.
 - Collaborate with management to recognize and celebrate volunteer contributions.
 - Lead or assist in the planning and execution of volunteer appreciation events and other social functions.
 - Manage volunteer communications, including newsletters, social media, and responding to inquiries.
- **Additional Responsibilities:**
 - Undertake other tasks and projects as assigned to support organizational goals and objectives.

QUALIFICATIONS:

The ideal candidate will have the following:

- A college degree preferred, but not required based on work experience.
- 2 – 3+ years demonstrated experience working with aging populations and volunteers.
- Experience in the nonprofit sector.
- Strong team player who can collaborate effectively, take direction, and fulfill responsibilities in a fast-paced, challenging, and constantly changing environment.
- People-focused with excellent interpersonal skills and a professional demeanor, adept at interacting with staff, volunteers, and other external stakeholders.
- Proven track record of excellent communication skills, both written and verbal.
- Proactive attitude to exceed expectations and take initiative with an entrepreneurial spirit.
- Bilingual (English/Spanish) a plus.
- Excellent computer and technology (mobile application) skills.
- Ability to work independently and problem solve.
- Demonstrated understanding of the challenges facing aging populations



REQUIREMENTS:

Standard office environment. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions. Must have a valid California driver's license. Physical requirements include standing, sitting, typing, bending, and lifting to approximately 35 lbs. The noise level in the work environment is moderate. Must have reliable transportation.

Successful candidates for this position will be subject to a background check as a condition of employment.

SUMMARY OF BENEFITS

- 160 hours of Paid Time Off (PTO) Annually - subject to the MOWSD PTO policy
- 11 Paid Holidays Annually
- Medical Insurance - Choice of 4 HMO plans+ 2 PPO through Meals on Wheels Group Plan
- Dental Coverage & Vision Coverage
- Life, Long-Term Disability (LTD), Employee Assistance Program (EAP)
- Flexible Spending Account
- 401 (k) plan, including up to 3% employer matching contribution.

TO APPLY:

Please send your cover letter and resume to the Human Resources Coordinator at lchavez@meals-on-wheels.org. Applications will not be considered complete without both.

Note: *This position is considered "NON- EXEMPT" by the Fair Labor Standards Act. This organization reserves the right to revise or change duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment. Meals on Wheels San Diego County is at "at-will" employer. Criminal background checks, fingerprinting, and bonding are required.*