



Job Description: Volunteer Manager

Compensation: Paid, Starting Rate: \$32,000/yr

Time Commitment: Full Time

Benefits: Accruable PTO, Eligible for Health Insurance after 30 days

Location: Combination Onsite, SFC HQ in Spotsylvania VA / Remote/Flex

Reports to: Executive Director

The SFC Volunteer Manager is an integral part of daily operations for the organization and is responsible for building and overseeing the volunteer program, as well as participation in operational duties at SFC Virginia, a high-volume, foster-based animal rescue in Spotsylvania, VA.

This role is responsible for the implementation and development of the Volunteer Programs' standard operating procedures, volunteer recruitment and retention initiatives, volunteer matching and placement protocols, volunteer training, and volunteer database maintenance and data reporting. Critically, this role oversees SFC Adoption Events and is a core element in moving animals into new homes. This position works closely with other members of the operations and leadership teams to ensure that all aspects of the operation are appropriately staffed with volunteers.

Responsibilities:

- 1) Develop and implement standard operating procedures for the Volunteer Program.
- 2) Collect, respond to, and prioritize incoming volunteer applications and maintain an on-call list of available volunteers. Interview, assess, and assign new volunteers.
- 3) Manage volunteer training, including orientation. Ensure that volunteers are given appropriate training to be successful in their positions. Orient volunteers to increase their understanding of SFC, its clients, its services, and the roles and responsibilities of volunteers.
- 4) Collaborate with each department to develop and implement new processes within the Volunteer Program to meet lifesaving needs and increase effectiveness and efficiency.
- 5) General volunteer management and oversight. Take proactive steps to ensure optimum coverage of volunteers for the organization's needs.
- 6) Identify and schedule volunteers to fulfill SFC's weekly program needs, special projects, and adoption events. Match volunteers with opportunities that suit their skills and interests and serve the organization.
- 7) Serve as the primary contact for existing and potential volunteers.
- 8) Motivate, evaluate, and recognize volunteers; foster positive experiences for them to maximize volunteer retention. Organize formal and informal volunteer appreciation efforts (awards, celebrations, etc.).
- 9) Provide prompt, exceptional customer service delivery and clear communication via all platforms – in person, email, and phone.

- 10) Foster a team environment by working cooperatively with all departments, staff and volunteers, and providing excellent customer service both internally and externally.
- 11) Serves as Manager On Duty at SFC HQ a minimum of two days/week.
- 12) Assists with all intake processes including giving vaccinations and treatments as necessary/when applicable.
- 13) Assists with basic upkeep and organization including animal rotation, cleaning, sanitation and laundry including managing volunteer teams in charge of helping with these tasks.
- 14) Participates in the organization of public adoption events throughout the year, including Petco/Petsmart events and major annual events such as the Fredericksburg Pet Expo and the Chantilly Pet Expo.
- 15) Remain positive and mission-focused while under stress.
- 16) Be attentive to others' needs and willingly assist as required.
- 17) Other tasks and duties as assigned.

Qualifications and Skills:

- 1) Comfortable navigating web-based technology and database applications including Shelterluv, Google Drive, Email, Google Suite, Microsoft Word and Excel, etc.
- 2) Animal welfare experience or prior work with a nonprofit organization preferred.
- 3) Strong customer service skills
- 4) Comfortable working with cats and dogs of all breeds, sizes and temperaments in a shelter environment.
- 5) Comfortable working with and engaging with the public and volunteers, including creating an efficient and pleasant working environment during functions.
- 6) Strong organizational skills and independent, proactive thinking and attitude. Possesses a positive attitude and the ability to remain calm under pressure.
- 7) Scheduling flexibility to include some weekend, evening and early morning hours as needed.
- 8) Ability to work compassionately with clients in various emotional states.
- 9) Personal qualities of integrity, credibility, and a commitment to SFC's mission.

This is a mixed remote/on site position. Flexibility in scheduling is necessary given the nature of the role; however, the role will serve as the Manager on Duty and/or work on site at least three days per week. We are a young organization with high potential for growth and advancement for the successful candidate.

Please submit a resume and a description of your interest in the role to ryan@sfcva.org. This position will be open for applications until the right candidate is found.