



Job Title: Manager, Corporate Engagement and Volunteerism

Department: External Affairs

Reports to: Director of External Affairs

Supervises: Volunteers and Volunteer Coordinator. United Food Bank staff when at volunteer activities.

FLSA Status: Exempt, Salary Band D

Summary:

The Manager, Corporate Engagement and Volunteerism is responsible for all volunteers and volunteer activities associated with United Food Bank. As a member of the External Affairs Team, the Manager, Corporate Engagement and Volunteerism is an innovative, transformative leader who is always looking to engage corporations, community groups, and volunteers, as well as transform volunteer programs to increase production, and finally engage corporations and volunteers as possible donors. The Manager, Corporate Engagement and Volunteerism works with the entire External Affairs team to engage corporate volunteerism. The Manager, Corporate Engagement and Volunteerism assists in the management of Javalina Volunteer Warehouse in coordination with the Director of Operations. The Manager, Corporate Engagement and Volunteerism will be required to be flexible enough to cover a variety of shifts, including evenings and weekends, utilizing direct reports, volunteers and United Food Bank senior leadership. Other duties may be assigned by the President and CEO.

Essential Duties and Responsibilities:

- Lead efforts to innovate food banking through the leveraging of volunteerism, technology, and fundraising.
- Engage United Food Bank senior leaders to identify and plan innovative programs and activities that result in more funding, volunteers, and organizational efficiency.
- Manage the transformation of the Javalina Volunteer Warehouse to become an innovative, high functioning volunteer center that provides a safe and meaningful volunteer experience for individuals and families of all ages that volunteer for United Food Bank.
- Manage the Volunteer Coordinator in the operation of United Food Bank's volunteer programs.
- Develop and engage organizations that place volunteers such as the Americorp VISTA program, college internships and Experience Matters. Work with staff to identify needs and fill each role accordingly.
- Manage all volunteer activities on United Food Bank property as well as off-site volunteer activities such as corporate Emergency Food Bag builds, fundraising events, ISM Raceway, and other activities.



- Oversee the management of volunteer activity calendars & schedules.
- Maintain ongoing communication with volunteers in areas of agency information, activities, and appreciation.
- Document, implement and maintain general volunteer service guidelines and protocols.
- Keeps informed regarding industry standards and best practices.
- Track data and prepare all monthly, quarterly and annual reports regarding volunteers, as necessary.
- Coordinate supervision of onsite facility staff with Warehouse Lead and Director of Operations.
- Work closely with External Affairs Director and other staff to assess volunteer opportunities and organization's needs.
- Maintain volunteer management software, including e-communications and reporting.
- Arrange volunteer appreciation programs and activities.
- Build relationships with the corporate community, especially local-area businesses, social organization and large corporations to engage volunteers and raise funds.
- Actively seek out and staff volunteer and community outreach events.
- Attend regular staff meetings to coordinate volunteer activities with agency and department staff.
- Have the ability to engage United Food Bank social media channels in the development and posting of content.
- Perform other duties as assigned.

Qualifications

- Bachelor's Degree in Non-Profit Management or equivalent Communications or Management degree and a minimum three years' experience coordinating volunteers and/or working in a supervisory capacity for volunteer recruitment and training.
- Demonstrated experience, knowledge and proficiency in Microsoft Office products, specifically Access, Word, Excel and Outlook. Volunteer management software a plus.
- Excellent people skills are required.
- Experience with social media and the development of photographic, text and video content for specific social media channels.
- Ability to work independently with minimal supervision.
- Self-motivated, dedicated to accomplishing tasks, able to take initiative and solve problems.
- Strong organizational and relationship building skills.



- Must be people-oriented, work well as part of a team, and professionally represent United Food Bank.
- Excellent verbal and written communication skills.
- Commitment to organization’s mission and goals.
- Must be flexible to work as volunteer demand requires.
- Valid driver’s license required and insurability required.

Knowledge of best practices in volunteer resource management. Current trends and issues in volunteer resource management. Legal and/or insurance issues and risk management concerns in volunteer resource management. Electronic volunteer record-keeping practices. Effective management of volunteer programs, including recruitment, placement, supervision and recognition of volunteers. Event, project and program coordination.

Skill in effective individual and team interaction. Effective written, oral and interpersonal communication. Use of computer software programs, specifically Microsoft Office products, including Access and electronic communication. Effective time and priority management. Effective organization and event coordination. Problem solving. Data and trend analysis. Technical/electronic database management. Public speaking. Program planning and implementation. Writing reports and presenting project data summaries as required.

Ability to develop effective and positive interpersonal working relationships with diverse staff and volunteers at the local-area food service non-profit, professional colleagues, donors, vendors, and other stakeholders. Analyze complex situations and make sound recommendations. Manage sensitive and delicate situations with a high degree of cordiality and, at times, confidentiality. Meet project deadlines. Evaluate and establish priorities. Work evenings and weekends, as needed. React to changing program needs. Possess and maintain a Class D Arizona Driver's license.

Supervisory Functions:

Directly supervises employees and volunteers. Carries out supervisory responsibilities in accordance with the organization’s policies and procedures. Responsibilities include interviewing, hiring, and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees in coordination with Human Resources; addressing complaints and resolving problems.

Competencies:

- Values Focused – emphasizes organizational values in their work activities and inspires co-workers to follow their lead.



- Analytical – synthesizes complex and/or diverse information.
- Problem Solving – makes timely and sound decisions based on logical presumptions that reflect factual information; prioritizes work tasks, goals and objectives; considers confidentiality of information before sharing with others.
- Oral Communication – speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and conducts meetings.
- Delegation – delegates work assignments, gives authority to work independently, sets expectations and monitors delegated activities.
- Leadership – inspires and motivates others to perform well, accepts feedback from others.
- Management Skills – includes staff in planning, decision-making, facilitating and process improvement; is available to staff; provides regular performance feedback; and develops subordinates' skills and encourages growth.
- Quality Management – looks for ways to improve and promote quality and demonstrates accuracy and thoroughness.
- Judgment – displays willingness to make decisions, exhibits sound and accurate judgment and makes timely decisions. From a leadership perspective, considers issues and/or opportunities by rising above the day-to-day activities, the standard or usual way of operating, conflicting personal and organizational goals and personal relationships and loyalties.
- Planning/Organizing – prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- Safety and Security – actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand; walk and reach with hands and arms.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.