



May 1, 2024

VOLUNTEER MANAGER JOB ANNOUNCEMENT

I Job Overview:

Job Title:	Volunteer Manager
Department:	Operations
Classification:	Non-exempt, Hourly
Job Type:	Part-time, Monday - Friday, Some evenings, and weekends
Job Status:	Employee, 25-29 hours/week
Reports to:	Director of Operations
Supervisory Role:	No
Travel:	None (Local)

II Job Summary:

The Volunteer Manager is responsible for developing and managing the Nature Center's volunteer program to ensure that the Center's mission is carried out through high-quality programming and the placement of volunteers meets the Center's needs. Working closely with all departments, the Volunteer Manager will be responsible for all aspects of volunteer management, including recruitment, orientation, activation, training, evaluation, recognition, retention and (in rare cases) termination of volunteers.

III Job Responsibilities and Duties:

A. Volunteer Recruitment (35%):

- Develop and implement creative and welcoming volunteer recruitment and retention programs.
- Support all functional areas (Education, Camps, Natural Resource Management, Operations, Development, Events, Marketing, Visitor Services, Administration, etc.) to ensure that volunteer openings are filled.
- Collaborate with community partner organizations to recruit new volunteers.
- Attend volunteer outreach recruitment events such as job fairs, volunteer fairs, and other community events.

B. Volunteer Management & Supervision (25%):

- Work effectively with a variety of demographic groups, including school groups, college students, corporate groups, seniors, board/committee members, and people with disabilities. Must be especially comfortable working with and managing youth volunteers.
- Coordinate with staff to train and evaluate volunteers.
- Coordinate with all departments to identify and create new volunteer roles as needed.



- Support staff in supervision of volunteers and their activities; provide supervision of volunteers when needed.
- Create opportunities for staff and volunteer engagement and volunteer recognition.
- Develop and manage content for the volunteer e-newsletter.
- Coordinate with appropriate staff to prepare and submit applications for internship and senior project programs; manage inquiries and placement of interns with appropriate departments.

C. Event & Program Coordination (20%):

- Organize group "done in a day" projects and short- and long-term volunteer programs.
- Assist with family, community, and special events, including recruitment and management of event volunteers.
- Work with Summer Camp Manager to recruit, interview, train, and assist with supervision of Summer Camp Youth volunteers.
- Work with Natural Resources Manager to recruit, interview, train, and assist with the supervision of Summer Youth Stewardship volunteers.
- Work interdepartmentally to assist in volunteer supervision and coordination.

D. Budget, Data Management & Reporting (15%):

- Work with Director of Operations to develop annual volunteer program budget to support all volunteer activities, including recruitment, training, recognition, and retention activities. Monitor expenses and adjust as necessary to stay within budget.
- Maintain and update volunteer database and provide reports and analytics for grant proposals and reports, as needed.
- Assist with maintenance of donor database, as needed.

E. Other (5%):

- Assist with service-learning groups as needed to support Natural Resource Management.
- Coordinate with the Marketing Department to design volunteer e-blasts, e-newsletters, posters, flyers, postcards, etc. for volunteer recruitment and communication.
- Advise or act as staff liaison to one or more affiliated groups or committees.
- Work with Director or Operations to identify and cultivate volunteers as potential donors.
- Other duties as assigned.

IV Required Qualifications & Skills:

- Four-year college degree or equivalent experience.
- Experience with nonprofit organizations.
- Ability to work independently, self-initiating with high motivation and resourcefulness.
- Experience developing plans, timelines, budgets, and reports.
- Ability to manage a variable workload; multitask, adapt to change, and prioritize effectively.

V Working Conditions:

- This position occasionally demands rigorous physical labor. Must be able to lift 30 pounds.
- Working occasional evenings and weekends will be required.



VI Compensation:

- \$24.00 per hour.

VII Application Procedure:

Email:	careers@shakerlakes.org
Subject Line:	Volunteer Manager
Requirements:	Résumé
Recommended:	Cover Letter

Posting Date: May 2, 2024

Application Deadline: Open Until Filled

The Nature Center at Shaker Lakes (NCSL), a 501(c)(3) non-profit founded in 1966 and located in the Shaker Parklands on the eastern edge of Cleveland. The mission of NCSL is to conserve a natural area, connect people with nature and inspire environmental stewardship. We are an Equal Opportunity Employer that strives to provide a safe, welcoming, and inclusive working environment and is committed to providing access, equal opportunity, and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. View our mission, vision, and diversity statement online at www.shakerlakes.org