



VOLUNTEER MANAGER

Full-time, Non-exempt

The Volunteer Manager plays an integral role on the Development Team, overseeing Door of Hope's volunteer program and in-kind donor relationships. The Volunteer Manager reports to and works closely with the Director of Development, cultivating strong community relationships with Door of Hope's strategic fundraising plan in mind. A savvy communicator with a customer-centered approach, you will be responsible for "championing" our work and you will become the face of Door of Hope with in-kind donors and volunteers. The candidate should be a relational, ministry-minded person with a heart for seeing lives changed—the lives of our families experiencing homelessness, but also the lives of those who give of their time and resources to them.

Hours

- 40 hours per week, Monday through Friday; 9am – 5:30pm with some flexibility
- 1 day work from home/week
- Some weekends, evenings and overtime, especially during the holidays, as needed

Responsibilities

Coordinate all volunteer projects:

- Act as primary point of contact for volunteers and in-kind donors
- Act as liaison between programs/facility staff and volunteers
- Manage all logistical and administrative details of volunteer projects; manage email inboxes daily, answer phone inquiries and execute requests
- Create and provide content 1- 2x/week to Marketing Associate to recognize volunteers and in-kind donors
- Recruit and maintain an alumni volunteer network for Door of Hope that includes individuals willing to share their stories, write letters/notes to special donor events, etc.

Cultivating volunteers as donors:

- Maintain Salesforce records for volunteers which includes entering volunteer hours, maintaining up to date lists or potential volunteers, creating and maintaining schedules for ongoing volunteers such as meal donors
- Consistently and promptly provide in-kind donation receipts and thank you letters
- Keep volunteers engaged through other cultivation events and contacts
- Cultivate new, strategic volunteer opportunities with community groups that have giving potential
- Champion crowdfunding and assist with digital fundraising efforts across multiple platforms

General Development Team duties:

- Assist with PR & Marketing efforts as needed
- Assist with donor and cultivation events as needed
- Represent Door of Hope at community events as needed

Perform any other task necessary to support the mission of Door of Hope

Qualifications

- 2-3 years of experience working with volunteers and supporting a development team, preferred
- Experience in a donor support role that includes direct donor contact (phone, email, in person)
- Exceptionally well-organized and detail-oriented
- "Can Do" attitude with a desire and willingness to learn new skills
- Bachelor's Degree or equivalent experience
- Self-motivated, takes initiative, able to think on feet, creative, able to work in a fast-paced environment with shifting priorities
- Computer Skills: fluency in GSuite (Docs, Sheets, Drive, etc), MS Excel, Word, and PowerPoint; experience with Salesforce or donor databases is a plus

Character (Do you embody Door of Hope's four core values?)

- **Christ-centered**, expressed through:
 - **Faith:** We have an active and personal relationship with Jesus Christ.
 - **Calling:** Out of a sense of calling, we go above and beyond to meet our mission.
 - **Character:** We demonstrate the character of Christ toward colleagues and families.
- **Empowering**, expressed through:
 - **Trust:** We trust one another, believe in one another, and give each other the freedom to take risks. (Mistakes are learning opportunities.)
 - **Accountability:** We nurture God-given strengths through coaching and accountability.
- **Holistic**, expressed through:
 - **Whole Person:** Our emotional, spiritual and personal well-being matter to one another.
 - **Whole Organization:** We are on one team with one mission. (We don't do silos.)
- **Relationship**, expressed through:
 - **Family:** We love, celebrate, and pray with one another.
 - **Reconciliation:** We manage conflict, practice vulnerability, and pursue diversity with honesty and grace.

To apply, email your resume and brief cover letter to jobs@doorofhope.us. In your cover letter, explain 1) your understanding of Door of Hope's mission and our faith-based nature and 2) tell us why YOU are perfect for this role!