

Community Engagement Manager

The Community Engagement Manager provides strategic direction to recruit volunteers and potential supporters to the Samaritan's Feet mission both locally and nationally. Additionally, the Community Engagement Manager ensures a quality experience for the public that will increase retention and growth of community support. Finally, the Community Engagement Manager will ensure accurate and timely data analytics to inform progress toward organizational goals.

Position Responsibilities - Volunteer Engagement:

- Provides ongoing strategy to increase volunteer participation at the Charlotte location and at nation-wide distributions.
- Serves for primary outreach to increase volunteer engagement, actively recruiting corporate, schools, civic organizations, and churches to provide volunteer groups.
- Works actively with Warehouse Logistics manager to coordinate volunteer resources with needs of the organization.
- Provides for a robust off-site volunteering program for groups and individuals.
- Supports field distributions by recruiting volunteers via online volunteer partners, email correspondence, and active recruitment of area civic and church volunteers in distribution area.
- Designs and executes strategies to recruit, develop, train, and retain volunteer distribution and warehouse leaders for the purpose of increasing capacity while maintaining world-class volunteer experiences all sites.
- Designs, implements, and executes volunteer stewardship program to increase retention of individual volunteers and volunteer groups.
- Works actively with development and marketing teams to design strategies that move volunteers to financial supporters, including Sole Society. Trains all personnel in strategies to ensure consistent messaging to all volunteer individuals and groups.
- Provides volunteer recruitment for special events.
- Recruits skilled volunteers including office volunteers and interns.

Position Responsibilities - Staff Supervision:

- Sets standards, establishes internal training to ensure the quality of volunteer experience. Ensures all staff members are trained in volunteer standards.
- Manages and coaches Volunteer Coordinator to ensure that quality experience standards and data management integrity are met.

Position Responsibilities - Data Management:

- Ensures data accuracy of volunteer management software.
- Provides accurate and timely reporting on organizational data for all internal stakeholders.
- Serves a critical role on the Data Team, providing evaluation and recommendations to improve existing systems.

Required Skills and Experience:

- Associates or bachelor's degree
- Experience in non-profit development or sales
- Successful history of managing teams to meet inter-departmental goals
- Strong commitment to customer service
- Experience in a role that requires public speaking and/or training
- Clear, engaging verbal and written communication
- Extremely organized and able to handle multiple tasks simultaneously

Preferred Skills and Experience:

- Experience in program development
- Experience in managing volunteers, specifically
- Experience with robust CRM software