



Job Title: Community Outreach and Volunteer Manager

Department: Development

Supervisor: Director of Donor Development and Outreach

FLSA: Non-Exempt

General Description: The Community Outreach and Volunteer Manager will coordinate and manage DMARC volunteer interactions and all community and corporate outreach activities

Primary responsibilities:

Business, Organization and Community Outreach

- ◆ **Maintain and develop new relationships with organizations to support DMARC**, reaching out to new potential partners to conduct food or fund drives at grocery stores, retail locations, area businesses and other partnering civic or sports organizations.
- ◆ **Conduct an annual review of DMARC relationships** with businesses, civic group, schools and others, with the goal of renewing their commitment, improving DMARC's relationships, and assisting in their retention.
- ◆ **Recruit, orientate and train volunteers** at partnering clubs, businesses, or organizations on best practices of how to host a drive from start to finish, providing all information.
- ◆ **Recruit volunteers who assist DMARC at its warehouse.**
- ◆ **Recruit, train and oversee volunteer efforts in the community**, including those at:
 - Grocery Stores: Red Barrel program, Sack Hunger Saturday events, Thanksgiving in July, the Colossal Cookie Sale, National Peanut Butter Lovers Day;
 - Business, community or other retail locations: Thanksgiving in July, Day of Caring (September), Make a Difference Day (October), Holiday drives, Martin Luther King Day of Service (January), Souper Bowl of Caring (January) and Spring into Action (April);
 - Local Sports team events: the Iowa Cubs, the Iowa Wild, Des Moines Buccaneers, and the Des Moines Menace).
- ◆ **Coordinate all Red Barrel event activities between supporting organizations and DMARC personnel**, including warehouse staff and Communication's Director, ensuring they are well staffed and run smoothly.
- ◆ **Support exemplary customer service to DMARC partners and coordinate the scheduling of events**, ensuring DMARC warehouse and its staff are well prepared to receive and sort collected items, ensuring that there is efficient delivery of

materials, quick response to any problems or needs.

- ◆ Work with warehouse staff and volunteers to ensure that Red Barrel maintenance and routine cleaning is conducted.
- ◆ Collaborate with store managers and other business and organization partners on ways to maximize the impact of DMARC events.

Volunteer Management

- ◆ Utilize internal and external opportunities to recruit the necessary number of volunteers to support DMARC and the DMARC Food Pantry Network.
- ◆ Coordinate and manage effective volunteer management.

Communications

- ◆ Coordinate promotion of volunteer efforts with DMARC's Communication's Director, sharing their success as a model for other group's efforts.
- ◆ Provide news copy quarterly to DMARC's Communications Director which features DMARC Partners (Red Barrel volunteers and others).
- ◆ Coordinate communications to DMARC partners, creating friendly competition within affinity groups, such as grocery stores, schools, or other natural "rivals".
- ◆ Work cooperatively as a member of the DMARC's Development Department, participating and contributing to internal meetings, and providing insights as needed.
- ◆ Maintain an annual calendar of drives and events.

General Outreach

- ◆ Represent DMARC within the community at activities agreed upon by Director of Development & Outreach.
- ◆ Serve as the primary liaison with the regional Kiwanis clubs, continuously exploring new ways to grow support.

Raiser's Edge Database

- ◆ Support DMARC's efforts to maintain accurate records of its customers within its customer relationship management tool – Raiser's Edge Database, by maintaining a current and accurate list of volunteers, organizations, Red Barrel affiliated stores, organizations, documenting all interactions within the database.

Job Requirements:

1. Must have a passion for addressing the problem of hunger in our community.
2. Ability to get along with and converse with all types of people, particularly store managers, volunteers and religious groups.
3. Must possess strong organizational skills and have the ability to manage details.
4. Must possess skills of persuasion and motivation.
5. Must be comfortable speaking in front of groups.
6. Ability to interpret and work from oral and written instructions.
7. Knowledge and ability to communicate effectively and courteously via the phone, e-mail and in person with DMARC staff, volunteers and the general public.

8. Must be willing to travel extensively throughout the Des Moines metro area.
9. Ability to perform basic math calculations.
10. Ability to remain calm and professional during peak periods of activity.
11. Sufficient computer skills, particularly proficiency with Microsoft Excel and Word.
12. Proficient in Raiser's Edge database software and/or willing to attend Raiser's Edge Essentials I and Raiser's Edge Essentials II training.
13. Demonstrated experience with database entry, or a position requiring similar level of attention to detail.
14. Ability to maintain strict confidentiality standards, particularly in regard to donor and gift information and records.
15. Ability to assist in other areas as required.
16. Ability to work 40 hours per week, including evenings and weekends.

Physical Requirements/Functions:

Anticipated hours per week: 40

- ◆ Frequent lifting and carrying weights ranging from zero to 20 pounds.
- ◆ Occasional lifting and carrying weights ranging from 20 to 50 pounds.
- ◆ Minimal bending, kneeling, crouching and stooping.
- ◆ Frequent standing,
- ◆ Minimal climbing and reaching above shoulder height.
- ◆ Good vision, corrected to normal.
- ◆ Good hearing, corrected to normal; or ability to communicate/understand required information and to perform job duties.
- ◆ Ability to be mobile throughout required work areas, including grocery stores.

Mental Requirements:

This position requires the mental capabilities to learn, comprehend, and communicate both orally and in writing. Independent decision making and problem solving abilities are required to coordinate events and recruit volunteers. Logical thinking, the ability to manage multiple tasks and accomplish them on time.

Working Conditions:

General office and store working conditions exist. Moderate temperature conditions. Occasional travel. Minimal exposure to elements or chemicals. The working conditions may include moderate noise levels.

Accountability and Evaluation:

This position is supervised by the Director of Donor Development and Outreach. A job review is conducted annually.

Note: This is not necessarily an exhaustive list of the job duties and requirements associated with this job, but is intended to represent an accurate reflection of the current job.