Job Title: Volunteer and Outreach Manager

Department: Development

Supervisor: Director of Development & Outreach

FLSA: Non-Exempt

General Description: The Volunteer and Outreach Manager will recruit and manage DMARC volunteer resources while also managing volunteer driven food acquisition.

Primary responsibilities:

Volunteer Recruitment and Management

Maintain and expand DMARC’s current volunteer base, utilizing internal and external opportunities to recruit the necessary number of volunteers to support all DMARC activities. Additionally, this position manages the systems and methods by which volunteers and their activities are tracked, including volunteer opportunity postings and volunteer recognition.

Recruit, train and oversee volunteers in the community, including providing an overall volunteer orientation to our organization and volunteer opportunities in addition to specific project training. This position is also responsible for overseeing and working with volunteer groups and ensuring single volunteer projects have full support from the Volunteer and Outreach Manager.

Some examples include, but are not limited to, those who support and represent DMARC through the following:

- Program Support – ensuring our food distribution activities have adequate support, including volunteer support for our Mobile Pantry Program, Refuel Stations, and pop-up food distributions such as produce giveaways.

- DMARC warehouse– providing exemplary customer service, ensuring DMARC warehouse and its staff are well prepared to receive and sort collected
items, ensuring that there is efficient delivery of materials, and quick response to any problems or needs.

- **Skilled Office Volunteers** – matching office needs with volunteer skills, to assist with projects like data entry and database work, mailings, and other office related projects that could range from graphic design to event planning work.

- **DMARC Community event volunteers** – representing DMARC at tabling events and ensuring that they have sufficient materials while providing quick response to any problems or needs.

- **Other activities, such as at events hosted by individuals or organizations** independently of DMARC ensuring that they adhere to DMARC guidelines and that the organizer(s) have sufficient materials, providing quick response to any problems or needs.

**Volunteer Driven Food Acquisition & Outreach**

**Working with existing sites and new retailers in support of the Red Barrel Program** to relaunch a rebranded program, communicate with and regularly visit retail participants, and ensuring regular pick-ups and maintenance of barrels placed around the community. This also includes support for:

- **Red Barrel events** – coordinating activities between supporting volunteer organizations and DMARC personnel, including warehouse staff and Communication’s Manager, ensuring that events are well staffed and run smoothly.

- **Promoting and recruiting volunteers for such potential Red Barrel promotion activities including:**
  - Hunger Sack Saturday events (anytime)
  - National Peanut Butter Lovers Day (September)
  - Make a Difference Day (October)
  - Martin Luther King Day of Service (January)
  - Spring into Action (April)

**Maintain and develop new relationships with area** businesses, civic groups, schools area sports organizations such as the Iowa Cubs, the Iowa Wild, Des Moines Buccaneers, and the Des Moines Menace and others, with the goal of renewing their commitments, creating new ones, improving DMARC’s relationships, and assisting in their retention to host in person and virtual food and fund drives.
Working with collaborative partners on Stamp Out Hunger, the community’s largest food drive supported by the National Letter Carriers Association in support of DMARC in the greater Des Moines region.

**Communications**

- Coordinate promotion of volunteer efforts with DMARC’s Communications & Advocacy Manager.
- 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.

**Core Competencies**

**Initiative:** Works hard to build on the program; is action oriented and energetic about worthwhile activities; not fearful of taking calculated risks; seeks out and seizes upon opportunities; sets demanding but achievable objectives for self and others.

**Influencing Others:** Encourages others to cooperate, participate, provide resources or make decisions, in service to the work at hand; uses verbal and nonverbal skills to communicate respect and appreciation for others, and to generate energy passion and commitment to an idea; creates an environment that others want to participate in.

**Interpersonal Skills:** Establishes good working relationships with all others who are relevant to the completion of work, both internally and outside of DMARC; works well with people at all levels of the organization; builds appropriate rapport; considers the impact of his/her actions on others; uses diplomacy and tact; is approachable; avoids communication silos.

**Attention to Detail:** Consistently pulls together the smaller pieces that make up the bigger picture; follows up on missing or out of balance items; resolves unanswered questions needed to address a problem; meets deadlines as set and sets deadlines for needs from others.

**People/Volunteer Management:** Provides direction, gains commitment, facilitates change and achieves results through the efficient, creative and responsible deployment of volunteers; engages people in their areas of giftedness and passion. Builds meaningful relationships with our volunteer supporters to capitalize on other areas they
can and would benefit the organization.

**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, sales experience a plus.
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. Experience with Cervis volunteer management software a plus.
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 some 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 the DMARC warehouse and 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 and manage 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 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.

Last updated: 6/9/2020