



**Job Title:** **Volunteer Manager**

**Reports To:** Director of Development

**Position Status:** Full Time Regular - Exempt

**Date:** October 12, 2005

**Position Summary:** Professionally and actively maintains the Volunteer Program of the Orange County Rescue Mission.

### **Job Responsibilities & Duties**

1. Receives and documents all telephone and email inquiries from prospective volunteers.
2. Return calls and emails to volunteers in a timely manner.
3. Enters volunteer work hours into database.
4. Processes all new volunteers' paperwork.
5. Attends volunteer fairs when deemed necessary
6. Attends volunteer roundtables and appropriate professional meetings.
7. Actively recruits new volunteers for various opportunities.
8. Updates via the web master current volunteer opportunities on the OCRM web site.
9. Schedules and supervises all volunteer events in all facilities
10. Maintains current volunteer files.
11. Establishes a volunteer board to help prepare for the volunteer staffing needs for the Village of Hope.
12. Sends out requested information to volunteers
13. Updates and maintains volunteer voice mail.
14. Backs up receptionist at the front desk as needed.
15. Maintains a clean, safe and unobstructed workplace.
16. These duties are not exclusive and with consideration of the job requirements and employee skills, this job description can be added to or taken away from at the discretion of the employee's immediate supervisor.

### **Job Skills & Requirements**

1. Christ-centered behavior, i.e., treating people with dignity, respect, compassion and integrity at all times.
2. A pleasant personality to people you are speaking to on the telephone, visitors, and company personnel. The ability to act and think promptly and professionally.

3. Proficiency with Windows, Microsoft Office (Word, Excel, Outlook, PowerPoint, Internet Explorer).
4. Hands-on PC compatible computer knowledge, understanding and skill.
5. Basic typing (40 wpm).
6. Experienced in data entry.
7. Excellent phone skills.
8. Good verbal and written communication skills.
9. Legible writing skills.
10. Strong interpersonal skills
11. Self-motivated and flexible.
12. Good organizational skills.
13. Ability to recognize and maintain confidentiality of information as appropriate.
14. Maintains an acceptable driving record (in accordance with our insurance carrier, less than 2 DMV points on driving record).
15. High School Diploma or equivalent.
16. Regular involvement in a local Bible-believing church.
17. Signed acknowledgment of the OCRM Statement of Faith.
18. Regular timely attendance on the job.

### **Dress**

Professional attire may be necessary based upon individual situations and events. If professional dress is not required, “professional casual” dress is expected. If any questions arise as to what is appropriate, speak with your immediate supervisor.