



# Berkeley Humane

**Position Title:** Volunteer and Programs Manager

**Department:** Programs

**Immediate Supervisor:** Director of Operations

**FLSA Status:** Exempt

**Classification:** Full-time

**Pay Range:** \$55K- \$60k

---

**POSITION DESCRIPTION:** The Volunteer Manager will ensure the recruitment, training, evaluation, and recognition of volunteers to supplement staff resources. Volunteers are vital to the success of our organization and allow the organization to fulfill its mission of both saving the lives of shelter pets and supporting the people who love them.

**DUTIES & RESPONSIBILITIES:** This job description reflects the assignment of essential functions; it does not limit or restrict the tasks that may be assigned.

- Works with department leads to identify volunteer needs and recruits for those opportunities.
- Responsible for fully integrating Thrift Shop volunteers into the regular volunteer program with recruitment, retention and recognition strategies.
- Supervises Thrift Shop staff and provides training, direction and management as required.
- Manages weekly Pet Food Pantry events, ensuring qualifying clients receive food and other needed items in an organized and professional manner.
- Responsible for working with the Adoption Center Manager ensuring weekly mobile adoption events are volunteer lead and staffed.
- Identifies opportunities for program development and growth.
- Creates and implements new ideas for improving efficiency and structure.
- Manages monthly budgets for all assigned programs and provides monthly reports.
- Prepares for, schedules and coordinates regular orientations for prospective volunteers.
- Schedules trainings for animal care, thrift shop, adoption and foster support, fundraising events, community services, administration, and other volunteer jobs as the need arises.
- Provides high-level customer service to all internal and external customers and clients.
- Manages and closely monitors the volunteer schedule to ensure adequate and ongoing volunteer coverage for all programs.
- Manages volunteer human resources issues, complaints, and conflicts that may arise.
- Organizes annual volunteer appreciation event and ongoing volunteer recognition.
- Writes and circulates monthly volunteer e-newsletter to keep volunteers apprised of organizational changes, accomplishments and opportunities.
- Updates and maintains volunteer records in Volgistics (volunteer software).
- Prepares basic administrative reports such as volunteer timesheets and metrics.
- Writes and maintains volunteer handbooks, volunteer job descriptions, and coordinates departmental standard operating procedures (SOP's).
- Prepares annual business plan including recruitment and retention statistics, expense and revenue budgets and strategic goal setting.
- Supports volunteer staffing for special fundraising and/or community events as needed.
- Other duties as assigned.

**EDUCATION & EXPERIENCE:**

1. Bachelor's degree or combination of education and experience that would provide an equivalent background.
2. Three to five years of volunteer services.
3. Strong leadership and supervisory skills.
4. Experience in an animal welfare organization preferred.
5. Excellent customer service and management experience.
6. Computer literate and proficient in Microsoft applications, including Excel.
7. Experience with database management software, specifically Volgistics, a plus.

**SKILLS & REQUIREMENTS:** Proven ability to grow and maintain a wide-ranging volunteer program with high-skills, high-accountability participants. Strong computer, telephone and interpersonal skills. Effective verbal and written communication. Ability to organize, prioritize and manage multiple tasks and priorities. Ability to work autonomously and perform well under pressure. Detail-orientated and resourceful. Ability to work with people from a variety of backgrounds. Understanding of companion animal welfare. Passion for Berkeley Humane's mission, vision, values and the ability to clearly articulate them.

**OTHER REQUIREMENTS:** Valid California driver's license and clean driving record. Regular weekend and evening work is required.

**PHYSICAL DEMANDS:** This work is performed in the Thrift Shop, Adoption Center and Hospital surroundings; requires workers to walk or stand for long periods; lift and carry up to 50 pounds; climb stairs; bend; reach; hold, grasp and turn objects; and use fingers to operate computer keyboards. The work requires the ability to speak normally and to use normal or aided vision or hearing.

**WORK ENVIRONMENT:** There is a potential of exposure to parasites and infectious diseases that can be carried and transmitted by animals. Workers are subject to animal bites and scratches and constant exposure to animals, animal noises, and animal allergens under conditions with no alternatives available. Work is subject to frequent interruptions. Employee is subject to work outdoors in a variety of weather conditions. Although all efforts are made to adopt out all of the animals we take into our care, some animals will be euthanized for disease, quality of life, or behaviors unsuitable for adoption into our community.

**Berkeley Humane is an Equal Opportunity Employer.**