



Volunteer Engagement Manager Position Description

Location: Irvine, CA
Reports To: Director of Operations
Status: Salary, Exempt; \$67,933 - \$71,929/year (DOE)
Schedule: Full-time (Monday – Friday, Saturday as needed)
Benefits: We offer excellent Benefit Plans including incremental PTO Plan; 15+ Paid Holidays plus a Birthday Floating Holiday. 403b retirement plan with a match. Medical & Dental insurance plans with majority paid by employer. Life Insurance and Employee Assistance Program paid for by employer.

Would you like to go to work knowing that every day you'll be making a real difference in the lives of at-risk people in your community? At Second Harvest Food Bank that's exactly what you'll be doing. Every moment of your workday will directly impact our mission to provide food for those who need it, when they need it. **Come join our upbeat, collaborative team who are improving lives every day by taking hunger off the table.**

We are committed to living out the Food Bank's core values of **Integrity & Accountability, People First, Compassion, Purpose Driven, and Stewardship** in pursuit of our mission.

About Second Harvest Food Bank of Orange County

Second Harvest Food Bank's (SHFB) Vision: An Orange County with food and nutritional security for all. Our Mission: In collaboration with our partners, we provide dignified, equitable and consistent access to nutritious food, creating a foundation for community health. Since 1983 we have been a source of food security to all members of our community when they need our help.

POSITION DESCRIPTION:

Reporting to the Director of Operations, the Volunteer Engagement Manager will manage the Volunteer Engagement department to reach Second Harvest's goal of creating a positive, engaging, and fulfilling volunteer experience for every volunteer who lends their hands to our vision of an Orange County with food and nutritional security for all.

The Volunteer Engagement Manager will manage a team of volunteer coordinators ensure a positive and safe volunteer experience, support operations through processing, and maintain a high level of communication with volunteers, department leads, and external stakeholders.

Lead and promote excellence in the department to help move our mission forward.

ESSENTIAL JOB FUNCTIONS:

- ***Direct the Volunteer Engagement Team to create a positive, engaging, and fulfilling volunteer experience through consistent evaluation - strive to become the most engaging and fulfilling volunteer experience our volunteers have ever participated in!***
- Lead, promote, and influence vision for future of department and support the creation of the strategic plan, goal setting and the measurement system for financial growth and overall growth of the department
- Grow and cultivate relationships with key volunteers and make recommendations for further engagement for corporate and community groups



- Serve as the key point of contact in development of high-level communication to volunteers, leadership, and other stakeholders
- Lead high level internal and external special events through effective interdepartmental communication, strategic planning, volunteer management, and engagement
- Organize and host volunteer appreciation events and recognition programs
- Manage Volunteerism Coordinators and lead or advise on programs: Skills Based Volunteers, Ambassadors, Volunteer Corps, Captains, Internships, Youth Engagement
- Cultivate a safe, positive work environment through effective team building and training programming
- Meet with, train, present to and engage volunteers on program guidelines, food safety, new initiatives, and Second Harvest's mission and values
- Oversee food processing with Operations leadership, accurate inventory entries, and accurate movement of product within the distribution center
- Ensure food safety compliance per Feeding America and AIB requirements

REQUIREMENTS:

- Bachelor's Degree or equivalent job experience
- High level of communication skills; professional and diplomatic ability to converse among multiple departments
- Leadership skills and team development; ability to nurture, grow, and enable strengths among team to promote success and effectively to build consensus among cross-functional teams and external partners
- Strong public speaking skills and ability to represent Second Harvest
- Ability to make high-level decisions within the scope of the department or in absence of senior management
- Analytical skills and ability to run technical reports and draw insight to lead decision making
- Technical skills: Proficiency with Microsoft Office Suite and ability to navigate CRM systems
- Valid Driver's License and Insurance

PHYSICAL DEMANDS/ENVIRONMENTAL FACTORS:

- Ability to lift 25-50 pounds
- Indoor office environment and distribution center environment with moderate noise at food bank location
- Driving within Orange County

Second Harvest Food Bank of Orange County, Inc. is an Equal Opportunity Employer

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed above are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.