



**Job Description:** Volunteer and Community Relations Manager

**Department:** Development

**Reports to:** Director of Resource Development

**FLSA classification:** Exempt

**Position Summary:** To grow and coordinate Habitat for Humanity of Cape Cod's volunteer resources to meet the needs of a robust affiliate. Conduct community outreach and develop group and individual opportunities. Plan and execute volunteer events and programs. Manage the flow of volunteers and ensure that all volunteers, construction, and non-construction, have a rewarding experience.

**Responsibilities:**

Recruit, supervise and cultivate Volunteers for construction, non-construction and ReStores.

Work with Construction staff to coordinate volunteer needs on the construction sites.

Work with Director of Development to provide a satisfying Team Day experience for a variety of community groups.

Conduct effective community outreach, assignment, training and retention of volunteers, in a wide range of organizational areas, responsive to evolving needs.

Manage Habitat Connect, the volunteer e-based enrollment system.

Coordinate and execute special programs such as Blitz Builds, Woman Builds, Global Village

Develop budget and monitor expenses related to volunteer services and public relations.

Ensure volunteer applicants undergo background screening, per Habitat policy.

Ensure waiver information is captured in the organization's database.

Engage in community outreach and speaking engagements.

Photograph volunteers and families for use in Habitat materials.

Keep accurate records of all volunteer activity.

Generate volunteer statistics for reporting purposes.

Provide clear volunteer position descriptions.

Provide training of Habitat staff on how to work effectively with volunteers.

Plan and execute Community and Volunteer Appreciation events.



Produce Constant Contact "E-News"

Manage Habitat's print newsletter

Responsible in collaboration with other staff for Habitat's social media-Facebook and website

Recruit, train and supervise Volunteer Site Coordinators; other volunteers as needed.

### **Required Knowledge, Skills and Abilities**

Welcoming and engaging manner

Experience in leading and coordinating volunteers, or a strong transferable equivalent

Project management experience

Ability to build strong relationships with volunteers and community leaders

Excellent written and verbal communication skills

Strong computer skills, including Power Point, Adobe InDesign, Word Press

Familiar with local community resources and potential sources of volunteers

Well organized with strong critical thinking skills

Ability to work successfully in a highly collaborative organization culture

### **Physical Requirements**

Light lifting of equipment/supplies needed on site and at office; ability to walk safely on uneven ground; ability to participate occasionally in general job-site activities alongside novice community volunteers

### **Education/Certification**

Bachelor's Degree with a concentration in business, marketing, public relations, or related field, preferred

### **Other Information**

MA driver's license required. Will need personal vehicle (with mileage reimbursement) for travel to job sites, events, and meetings

This job will include a mix of office hours, as well as time spent outside of the office for volunteer and community outreach, meetings, events, and maintaining a presence on our job sites. Some flexibility in hours required for weekend or evening responsibilities, including some frequency on Saturdays