



VOLUNTEER ENGAGEMENT MANAGER POSITION DESCRIPTION

Job Summary:

The Volunteer Engagement Manager is responsible for the strategic growth, administration, continuous improvement, and impact of the volunteer program. This role builds a culture of engagement, ensuring the program aligns with organizational priorities while deepening partnerships across the community and yielding excellent volunteer satisfaction and engagement.

The Volunteer Manager leads and manages all aspects of the volunteer program, including recruitment, onboarding, orientation, training, and recognition, ensuring volunteers are equipped and engaged to advance The Pantry's mission. The Volunteer Engagement Manager is a key partner to Operations, Advancement and Communications teams to achieve effective program execution, strengthen stewardship and community visibility, and advance the organization's mission.

Duties and Responsibilities:

Volunteer Program Leadership

- Lead and manage all aspects of the volunteer program including recruitment, onboarding, orientation, training, recognition and compliance, ensuring each volunteer has a clear understanding of their role, expectations, and The Pantry's values.
- Develop and maintain volunteer policies, procedures, position descriptions, Standard Operating Procedures, Handbooks and standards of conduct to ensure consistent program quality and alignment with organizational goals.
- Ensure compliance with Massachusetts CORI requirements and maintain accurate records.
- Participate in Pantry committees and working groups to represent volunteer perspectives and contribute to advancing mission-driven goals.
- Provide guidance, feedback, coaching, and conflict resolution to volunteers; partner with staff to address performance concerns and promote a collaborative environment.
- Collaborate with the Associate Director to design and implement critical organizational improvements to strengthen volunteer operations and align with The Pantry's Strategic Plan.

Engagement and Retention

- Design, develop and implement annual volunteer recruitment, engagement, and retention strategies with measurable goals for growth and volunteer satisfaction.
- Partner with the Associate Director to design and implement a volunteer recognition program to promote engagement, retention, and a positive volunteer culture.
- Build clear pathways for volunteer participation, including skill-based, youth, community, corporate, and faith-based groups, to diversify the volunteer base.
- Implement systems for ongoing feedback, surveys, and interviews to assess volunteer satisfaction, identify trends, and inform program improvements.

- Identify and cultivate leadership opportunities for volunteers to expand their roles and deepen their commitment to The Pantry's mission.

Collaboration and Partnership

- Partner with the Advancement team to align volunteer engagement with donor stewardship and identify opportunities to engage volunteers in Pantry fund raising efforts.
 - Plan and coordinate annual volunteer luncheon in collaboration with the Advancement team.
- Collaborate with Communications to:
 - Share volunteer stories, impact data, and program highlights.
 - Provide volunteer support at fairs and community events that promote The Pantry.
 - Ensure consistent messaging in correspondence and collateral materials.
- Represent the organization at community events, speaking engagements, and recruitment fairs to strengthen awareness and partnerships.
- Support the Associate Director in building and sustaining partnerships with schools, civic organizations, and corporate groups.
- Lead coordination of group volunteer engagements (including youth, community, and corporate groups), managing scheduling, Ambassador staffing, and post- event follow-up.
- Provide support for large-scale volunteer events (e.g., Stamp Out Hunger), Pantry tours, and public engagement opportunities as needed.

Operational Oversight

- Oversee the integration of volunteers into daily operations, ensuring coverage aligns with organizational needs and priorities.
- Ensure volunteer shifts are filled proactively to meet operational requirements and maintain smooth program delivery.
- Provide guidance and support to volunteers and staff on effective volunteer supervision, delegation, and engagement.
- Develop and continuously improve systems and processes for scheduling, communication, and operational workflows, in collaboration with the Operations team.
- Maintain visibility and engagement during key volunteer shifts, volunteer activities to ensure daily operations and alignment with The Pantry's mission.

Program Administration and Evaluation

- Manage and optimize use of volunteer management software (e.g., Volgistics) to increase efficiency.
- Develop regular accurate data reports and share internally (e.g. individual number of volunteers, number of hours, in-kind contribution value of service, volunteer impact, trends and engagement outcomes).
- Use data analytics to drive program decisions and recommend improvements that enhance volunteer experience and organizational efficiency.
- Maintain confidentiality and professionalism in volunteer communications and records.
- Manage daily scheduling of volunteers and provide coverage for volunteer roles as needed.
- Perform other related duties and responsibilities as required.

Skills and Requirements

- Excellent organizational, interpersonal, and communication skills with demonstrated ability to work independently and collaboratively across departments.
- Proven ability to manage multiple priorities, meet deadlines, and adapt to a fast-paced, evolving environment.
- Demonstrated ability to resolve issues under pressure.
- High level of emotional intelligence with proven ability to lead with empathy, resolve conflict constructively, and support a positive team culture.
- Proficient in Microsoft Office Suite, aptitude for technology; preference for experience with volunteer or CRM platforms (e.g., Volgistics, Salesforce).
- Commitment and passion for the mission and values of The Pantry; ability to foster a welcoming, inclusive environment for clients, volunteers, donors and co-workers.
- Availability for occasional evenings/weekend events and outreach.
- Ability to lift up to 30 pounds.

Education and Experience

- Bachelor's Degree in related field or commensurate experience.
- 5+ years experience in volunteer management, community outreach, or related field; supervisory experience preferred.

The Franklin Food Pantry is an Equal Opportunity Employer. We believe that employees and volunteers from diverse backgrounds and perspectives, and an inclusive and respectful environment enriches the organization, our community and the experience of our clients.

SUBMIT RESUME AND COVER LETTER TO: LISA@STARHRCONSULTING.COM