



Job Description: Volunteer and Communications Manager

POSITION SUMMARY: Under the direction of the Executive Director with some direction by the Director of Development, this position performs a wide range of administrative duties related to programs, database management, and general office support. The Volunteer and Communications Manager is a valuable member of the team that functions in both the development department and the program department. The position requires excellent communication and customer service skills and is an extremely detail-oriented person with significant knowledge of internal organization processes and procedures.

Reports to: Executive Director with some oversight by the Director of Development

Pay Range: Commensurate with experience. Health benefits are included.

Employment Classification: Salary, Exempt

Location: Dallas, Texas with some travel possible

Work Hours: 40+ hours per week, work week is typically Monday-Friday with occasional evening and weekend events/meetings.

PRINCIPAL ACCOUNTABILITIES: This position requires daily, weekly and monthly responsibilities that must be completed in a timely manner.

Office (20% of time)

- Provides general administrative support to the Executive Director, Program Team, and Development Team.
- Understands priorities and accordingly schedule, maintain, and coordinate calendar or appointments, meetings, and related arrangements. Anticipate needs.
- Answers telephones and direct calls to appropriate associate. Reply to general information requests with accurate information. Greet and direct visitors to the organization. Take and retrieve messages for various personnel.
- Serves as a liaison internally and externally regarding administrative issues; manage relationships with vendors. Facilitate and troubleshoot problems with all service issues.
- Orders office supplies and oversee related budget. Lead upkeep of shared office space.
- Receives, sorts and forwards incoming and outgoing mail. Forward voicemail from the general mailbox to the appropriate staff member.

Volunteer (45% of time)

- Develops and implements volunteer programs. Leads pre-screening procedures. Designs and ensures high-quality volunteer training. Works with Director of Programming to coach Reading Volunteer Coordinators, and Site Coordinators in the implementation of program. Coordinates volunteer recognition program.
- Works with the Executive Director to maintain or develop relationships with 70-plus partner churches to recruit volunteers and financial support.
- Cultivates relationships with current volunteers, develops a retention plan, and establishes goals to increase the retention rate of volunteers. Identifies and builds relationships with new individual and group volunteers.

- Schedules volunteers for the summer and after school program: to assist with homework, read with children, collect supplies and snacks, and provide meals.
- Conducts ongoing evaluation of volunteer program; develops and prepares forms, reports, and other materials.
- Maintains volunteer records. Ensures that volunteers are thanked and acknowledged timely and appropriately. Works closely with the Director of Programming to ensure program consistency. Provides support in planning and implementing training to young adult interns.
- Works closely with Director of Development to transition volunteers into donors.

Marketing and Communications (35% of time)

- Drives creative design, strategy, and implementation for the organization's communications and marketing, including print and electronic marketing such as brochures, email newsletters, social media, donor mailings and appeal letters, and annual reports.
- Supervises production schedule of electronic and print pieces.
- Periodically audits materials for relevancy and effectiveness.
- Develops focused marketing initiatives, in conjunction with Program Team, to support each program's goals and needs while maintaining consistent messaging across the organization.
- Generates original content to broaden awareness of programs, services, and impact. Interviews, writes, collects, and documents client stories. Takes digital photos and videos at events and activities; maintains digital archive for both.
- Maintains website by working with staff to ensure content is current and accurate.
- Equips staff, board, and community partners to help effectively share organization's story and impact.
- Prepares and delivers formal presentations before various public and private concerns; attends meetings, conferences, and seminars requiring periodic to frequent travel.
- Oversees the adherence of organization's social media and photo policy by staff and constituency.

EDUCATION, EXPERIENCE AND JOB REQUIREMENTS: This position requires at least the following minimum requirements:

- Must have a GED or High School diploma.
- Bilingual-Spanish/English abilities are a plus. At minimum, must have excellent communication skills, both verbal and written. Must be able to work with others to resolve issues and maintain composure in an environment of changing priorities.
- Must have excellent organizational and detail orientated abilities and be able to work well under pressure.
- Must have excellent computer skills including Excel, Microsoft, QuickBooks, Word, Outlook, database management and record keeping. Previous experience with Salesforce a plus.
- Ability to adhere to all organization policies and procedures.
- Ability to work independently on assigned tasks as well as to accept direction on given assignments.
- Ability to create a nurturing, supportive work environment for interns, volunteers, children, and staff with a positive demeanor. Must be committed to fostering a diverse and inclusive workplace.

Project Transformation is an Equal Opportunity Employer committed to having traditionally marginalized, underrepresented voices at the center of our work. We welcome all individuals to apply and are eager to expand our organization to reflect the diversity of our community.

PHYSICAL REQUIREMENTS: While performing the duties of this job, the employee will be in an office environment. The person in this position needs to occasionally move about inside the office to access filing cabinets, office machinery, etc. The person in this position frequently communicates with the public and other co-workers on business related questions. Must be able to remain in a stationary position 50% of the time. Employee must occasionally lift or move office supplies or other items weighing up to 25 pounds.