

POSITION DESCRIPTION



POSITION TITLE: Volunteer Programs Manager

UPDATED: December 2024

SUPERVISOR'S TITLE: Director of Communication

FLSA Status: Exempt

PURPOSE

The Volunteer Programs Manager oversees and implements teen volunteer, adult volunteer, internship, and externship programs. This position focuses on recruitment, oversight, development, and daily functions of volunteer programs, including guest interaction, zoo events, education, conservation initiatives, and special projects. This position also contributes to the positive guest experiences and performs other duties as required.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ▶▶ Recruits, interviews, and screens potential volunteers to fulfill various positions.
- ▶▶ Ensures successful development and execution of a variety of volunteer programs, supporting the zoo's mission, objectives, and needs.
- ▶▶ Builds and maintains relationships within the community, schools, libraries, and other programs to assist in active recruitment and service projects.
- ▶▶ Provides daily administrative support and operational updates for volunteers, ensuring access to necessary materials and information.
- ▶▶ Provides formal training and in-depth orientation for volunteers at varying levels.
- ▶▶ Supervises daily volunteer activities throughout the zoo, provides clear direction and an outline of responsibilities for assigned roles, and provides regular evaluation and feedback.
- ▶▶ Develops new volunteer opportunities at the zoo by creative brainstorming, exploring ways to further the zoo's mission and support a positive guest experience, and collaborating with zoo leaders on support needs.
- ▶▶ Provides leadership during volunteer-supported projects and events such as Zoofari, Zoobilee, Wild Zoo Wonderland, and Wild Zoo Halloween.
- ▶▶ Utilizes data driven approach by analyzing feedback from volunteers and leaders to assess the effectiveness of volunteer programs.
- ▶▶ Utilizes computer software to maintain volunteer records and to produce a volunteer newsletter and other printed materials to support volunteer programs.
- ▶▶ Organizes regularly scheduled volunteer meetings and assigns/schedules volunteers; communicates schedules to appropriate staff members.
- ▶▶ Provides formal and informal recognition to volunteers through written correspondence, special events, etc.
- ▶▶ Welcomes and develops positive working relationships with all zoo volunteers.
- ▶▶ Supervises and evaluates the Teens for Nature Leadership and Volunteer program. Recruits, reviews, and selects the Teens for Nature applicants.
- ▶▶ Orchestrates recruitment, screening, and application process of all zoo interns and externs.
- ▶▶ Assists with developing activities and materials for zoo special events and programs.
- ▶▶ Represents the zoo in a positive manner by maintaining a positive attitude and delivering exceptional guest service.
- ▶▶ Serves as a team player by supporting the department's goals.
- ▶▶ Serves in the Manager on Duty role.
- ▶▶ Supports the zoo's commitment to continued growth of diversity, equity, access, inclusion, and belonging for zoo team members, volunteers, guests, and supporters. Embraces these fundamentals in leadership practices.
- ▶▶ Assists with special projects and helps other zoo employees as needed.
- ▶▶ Actively contributes to positive guest experiences.

SUPERVISORY FUNCTIONS

- ▶▶ Assists in determining volunteer needs; interviews and orients all volunteers; prepares and administers regular evaluations; conducts disciplinary and termination conferences.
- ▶▶ Provides support and supervision to volunteers with regular evaluations and feedback.

EDUCATION AND/OR EXPERIENCE

To perform this job successfully, an individual must have the following education and/or experience.

- ▶▶ Bachelor's degree in education, management, or an equivalent field is required.
- ▶▶ Five years of experience working with volunteers or in a nonprofit organization is required.
- ▶▶ Experience building professional relationships and working with Fort Wayne area or other community-based organizations is preferred.
- ▶▶ Valid driver's license is preferred.

KNOWLEDGE, SKILLS, AND ABILITIES

The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ▶▶ Excellent organizational, logistical, and problem-solving skills.
- ▶▶ Demonstrated ability in development and management of new program initiatives.
- ▶▶ Ability to interact kindly and professionally with a variety of guests, staff, and volunteers.
- ▶▶ Ability to proactively resolve conflicts.
- ▶▶ Ability to professionally and effectively communicate with others through written and verbal correspondence.
- ▶▶ Interest and expertise in wildlife, conservation, and sustainability.
- ▶▶ Ability to troubleshoot, analyze situations, and make sound business decisions.
- ▶▶ Ability to make independent decisions and manage time effectively.
- ▶▶ Knowledge of Microsoft Office software.
- ▶▶ Knowledge of general office procedures and practices.
- ▶▶ Knowledge of correct grammatical usage, punctuation, etc.
- ▶▶ Ability to create and manage budgets.
- ▶▶ Ability to effectively and proactively train and supervise employees and volunteers.
- ▶▶ Ability to make independent decisions and delegate responsibilities.
- ▶▶ Knowledge of management practices to direct staff and volunteers.
- ▶▶ Ability to work a highly flexible schedule; weekend, evening, holiday, and irregular hours will be required.
- ▶▶ Ability to handle confidential information.
- ▶▶ Ability to understand and follow all safety regulations.
- ▶▶ Ability to handle multiple tasks simultaneously.
- ▶▶ Ability to arrive to work on time and maintain a positive attendance record.
- ▶▶ Ability to serve in every respect and at all times as a goodwill ambassador for the Fort Wayne Zoological Society and the Fort Wayne Children's Zoo in contacts with zoo visitors and the general public.
- ▶▶ Ability to deal tactfully and politely with guest questions and misbehavior.
- ▶▶ Excellent communications skills to establish and maintain effective working relationships with staff, volunteers, partners, and/or the public.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ▶▶ Ability to operate office equipment, including computers, copiers, fax machines, and phones.
- ▶▶ Ability to professionally and appropriately interact with others, both in person and through phone, e-mail, and written correspondence.
- ▶▶ Ability to negotiate a confined workspace while working with one or more coworkers.
- ▶▶ Ability to properly lift and carry items up to 25 pounds.
- ▶▶ Ability to stand and sit for periods of time and to move intermittently throughout the workday.
- ▶▶ Good speaking and listening skills.

- ▶▶ Ability to perform focused work with close attention to detail.
- ▶▶ Ability to work both indoors and outdoors, with exposure to extreme temperatures and inclement weather conditions; the environment may include wet, icy, or muddy conditions.
- ▶▶ This position may include exposure to hazardous materials, fumes/odors, dirt, and dust.
- ▶▶ This position may include exposure to potentially dangerous or venomous animals.
- ▶▶ This position may include exposure to zoonotic diseases.
- ▶▶ This position may include exposure to noxious native plants.
- ▶▶ This position may include exposure to native biting insects and arthropods.