

Volunteer Engagement Manager
Full Time / Chicago IL
Date Posted: July 17, 2014

Position Description

The Center for Economic Progress (CEP) is seeking an outgoing and highly motivated individual to lead, grow, and strengthen CEP's existing volunteer program, which currently recruits and manages over 800 program-based volunteers who provide more than 26,000 hours of service annually. The manager will cultivate strong relationships with community, faith-based and non-profit organizations, professional associations and corporate partners, ensuring CEP as their volunteer organization of choice. S/he will oversee current volunteer programs and will collaborate with cross-departmental teams to increase the effective use of volunteers throughout the agency. The manager serves as part of the Program Leadership Team, ensuring high-quality, meaningful volunteer inclusion in CEP's programs and service delivery models.

CEP provides free tax preparation, tax-related legal assistance and financial coaching services that assist low-income clients in accessing significant financial resources, improving their credit status and building savings. Annually the CEP staff and 800 volunteers provide high-quality tax preparation and tax-related legal and financial services to over 20,000 clients in Chicago and surrounding communities.

Position Duties

- In coordination with CEP Leadership and Program Directors, develop and oversee a volunteer recruitment and retention plan that dovetails with program needs and seeks to increase engagement and deepen relationships with individuals, new target audiences and affiliated organizations. Inform service delivery design strategies to incorporate volunteer needs and best practices to ensure a positive, substantial experience for volunteers.
- Benchmark and develop best practices, comparing with external peer organizations. Work with CEP Leadership and Program Directors to drive innovation across the volunteer program.
- Design and implement a comprehensive intern and fellowship program that helps fill critical program needs while creating meaningful opportunities for interns and fellows.
- Working with the CEO, Director of Community Building and the Development team, develop strong relationships within the community and corporate sector to foster a positive image such that companies and volunteers will make CEP the volunteer organization of choice. Represent the organization in public meetings and presentations.
- Lead and manage collaborative volunteer partnerships (traditional and nontraditional, internal and external) by identifying, creating and promoting a continuum of volunteer engagement that aligns with CEP's strategic objectives.
- Leverage volunteerism to bring new supporters to our organization and to improve our relevancy with current supporters; this includes staying up-to-date on matched giving opportunities, to include: (1) identifying businesses and corporations that have matched giving programs, (2) encouraging all CEP volunteers with work-based matched giving programs to participate, and (3) developing a plan to increase volunteer recruitment efforts at businesses and corporations with matched giving opportunities in mind.

- Train full-time and seasonal staff on how to effectively work with volunteers and interns. Works to establish a culture that supports and celebrates volunteerism.
- Mobilize and manage volunteers through a comprehensive online volunteer database and relationship management system.
- Working with key program staff, oversee the coordination of volunteer and intern training, orientation sessions, and recognition activities and events at CEP and off-site community locations, and ensure the planning and implementation reflects our brand and overall goals for expansion in service delivery.
- Provide effective leadership in the development of volunteers, and ensure that all volunteers are adequately trained and constantly communicated with regarding opportunities, resources, and agency processes.
- Develop and execute metrics and reporting program for recruitment goals, demand fulfillment, volunteer hours of key individuals, and the value of volunteer hours quarterly and annually using a dashboard. Complete routine compliance reports as needed.
- Evaluate and continuously improve the volunteer program using data and qualitative feedback from individual participants.
- Supervise assigned staff, including recruitment and selection.
- Develop a budget and maintains accurate financial records.
- Pursue professional development opportunities; stay abreast of relevant changes in the volunteer sector and communicate to senior staff

Position Qualifications

Education

Bachelor's degree in complementary field and a commitment to the ideals of volunteerism

Job Experience

Minimum of three years of related work experience required. Experience working in and managing large (100+ member) volunteer teams, community outreach or community organizing; supervisory experience preferred.

Special Knowledge & Skills

- Demonstrated awareness of current practices regarding volunteer recruitment, training, management and retention.
- Successful track record building and managing a volunteer program.
- Computer proficiency, including skills in Microsoft Office and databases. Salesforce experience is a plus.
- Keen sense of new media technology (Twitter, Facebook, social and professional networking venues).

Demonstrated Competencies

- A passion for the mission of the Center for Economic Progress and strong commitment to empowerment of underserved communities
- Excellent writing, public speaking, presentation, and organizational skills.

- Ability to motivate, interact with, and recruit a diverse range of individuals.
- Must possess a responsive communication and management style that fosters team relationships and effectively communicates information.
- Proactive; must be willing to seek out new methods and new principles and be willing to incorporate them into existing practices.
- Must possess the ability to make independent decisions when circumstances warrant such action.
- Creative problem solver; able to meet challenges head on and balance the big picture with the attention to detail.
- Achievement-oriented; effectively manages projects, priorities, and programs within budget and by deadline.
- Conflict management skills; must possess the patience, tact, and cheerful disposition to deal with difficult situations and personalities.

Physical Requirements of the Position

This position will operate out of a normal office environment. Travel is required, primarily in metropolitan Chicago. Evening and weekend work will be required during tax season (January thru April) and may be necessary at other times of the year.

Compensation: To the selected candidate, CEP offers:

- Salary commensurate with experience
- Comprehensive benefits package (with some employee contributions) including medical, dental, vision insurance, retirement, disability
- Three weeks paid vacation the first year and 12 paid holidays
- Flexible work schedule (37.5 hours/week); some evenings and weekend hours may be required

To Apply: Submit a cover letter and resume by August 7, 2014 to:

Cheryl Travers, Human Resources Business Partner
 Mail: 567 W. Lake Street, Ste. 1150, Chicago IL 60661
 E-mail: jobs2@economicprogress.org Fax: (312) 630-0276

*****NO TELEPHONE INQUIRES*****

The Center for Economic Progress is an Equal Opportunity Employer which values a culturally diverse workplace and welcomes persons with disabilities.