



Keeping families close®

# Ronald McDonald House Charities® of the Piedmont Triad, Inc. Job Description

**Title:** Volunteer Services Manager  
**Reports to:** Chief Operations Officer  
**Job Status:** Non-Exempt  
**Last Revised:** 11-1-21

**POSITION SUMMARY:** The Volunteer Services Manager (VSM) is responsible for coordinating, recruiting, training and scheduling the work for all volunteers for the Ronald McDonald House program. The VSM maintains communication between staff and volunteers to ensure the best possible match between organizational needs and volunteer capabilities. The VSM provides support to the Hospitality Services Director and the Family Support Services Manager as related to volunteers and the recruitment, orientation, retention, and appreciation of all volunteers. The VSM reports to the Chief Operations Officer (COO).

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. **House Volunteer Coordination:** Recruitment, training, engagement, and evaluation of House volunteers/interns. Regularly assess House volunteer satisfaction. Assist with volunteer appreciation activities. Plan and execute yearly Teens with Heart Program. Respond to requests from individuals/groups who want to volunteer and oversee all group volunteer projects at the House. Provide and coordinate volunteers for special projects and events.
2. **Guest Relations:** Welcome visitors, guests and donors to the House. Provide information, tours and services. Connect and route inquiries and individuals to appropriate staff members for assistance.
3. **Donor Relations:** Provide front-line receipt and processing of financial and In-Kind donations. Use Sortly software to record in-kind donations, calculate values and maintain inventory. Work in coordination with Development Staff and Welcome Desk Volunteers to acknowledge gifts and maintain a current listing of Wish List needs and volunteer opportunities.
4. **House Operations:** Assist with computer and telephone administration. Schedule with volunteer groups to prepare meals/baked goods for House. Order and pick up/arrange for delivery of meals when groups have not been scheduled. Maintain records of meals (donated and provided by House) including value. Schedule core and episodic volunteers to perform essential office and house duties, year-round and on holidays. Other duties as assigned.

## **POSITION QUALIFICATIONS, KNOWLEDGE, SKILLS AND ABILITIES:**

1. Four-year college degree required.
2. Minimum of two years of volunteer leadership experience required.
3. Valid state issued driver's license required.
4. Advanced competency of internet-based database systems (for example Exceed Beyond and Volunteer Hub).

5. Advanced competency of computers and MS Office.
6. Excellent communication skills and attention to detail.
7. Demonstrated initiative, problem solving ability, and diplomacy.
8. Able to perform duties with minimum direction and supervision.
9. Demonstrate positive attitude toward guests, donors, volunteers, and others who come into contact with the Chapter.
10. Demonstrate respect for the privacy and confidentiality of all guests and Chapter information.
11. Demonstrate genuine interest in the successful operation of the Chapter.
12. Able to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
13. Able to write reports, business correspondence and procedure manuals.
14. Able to perform basic life operational skills of walking, grasping, talking, hearing, and repetitive motions.
15. Able to lift and move objects weighing 30 lbs.
16. Visual acuity to operate a computer terminal and read extensively.

Note: These requirements represent minimum levels in order to perform the job on an acceptable basis. Employees must have the ability to satisfactorily perform the essential functions of the job.

The purpose of the Ronald McDonald House Charities of the Piedmont Triad Job Descriptions is to describe the basic function, major responsibilities/tasks, and essential functions of each position so that employees can better know what is expected of them. The description also provides information useful for recruiting, training, and performance appraisal. This document does not create an employment contract, nor does it modify the at-will employment status of all employees. A Job Description is not meant to inhibit employee creativity or innovation. The description will be revised as job responsibilities change.

**COMPENSATION:**

\$22-\$26 / hour

**HOW TO APPLY:** No phone calls please.

Submit all resumes and a cover letter by 5:00 p.m. Friday, December 3, 2021 to the attention of, **Kathi Grenough, Chief Operations Officer**, to the following email address:

KathiG@rmhcpt.org