**Position Title:** Volunteer and Special Events Manager

**Reports to:** Director of Development  
**Pay Range:** $45,400 – $56,700  
**FLSA Status:** Exempt  
**Contributor Level:** Individual

**General Purpose:**
The Volunteer and Special Events Manager is responsible for managing and building a volunteer program that supports the programs, services, and functions of Florence Crittenton Services. Cultivates dynamic relationships with corporate and individual volunteers to deepen their involvement with Florence Crittenton Services. Plans and executes all major fundraising events and works with other teams across campus to execute internal events. Oversees in-kind donation program and Baby Bucks store. The Volunteer and Special Events Manager reports to the Director of Development.

**Essential Functions:**
*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Cultivates and stewards relationships that will lead to a strong volunteer base to help with program delivery, projects, and special events.
- Serves as the initial point of contact for individuals, businesses, and/or community groups seeking volunteer opportunities.
- Recruits, schedules and manages interns who are attending local universities. Coordinates summer interns, on-campus volunteers, and community service opportunities for FloCrit moms and graduates.
- Performs new volunteer orientation and training with all groups and individuals. Reviews and maintains Florence Crittenton Services' volunteer policies and procedures. Ensures staff and volunteers adhere to these policies and procedures.
- Works with all staff to identify and define volunteer projects, ensures that appropriate orientation and “on the job” training is provided.
- Develops a standard process and materials for evaluating individual volunteer performance and assessing volunteer satisfaction on an annual basis.
- Maintains electronic volunteer files. Keep a record of volunteer names and hours served. Prepares a statistical report on a regular basis and a year-end summary of the number of volunteers and hours of service provided.
- Oversees student mentor program in partnership with Student and Family Support Program staff.
• Plans, coordinates, and executes Development fundraising events including developing and adhering to a budget, and helping create and overseeing the execution of event-specific marketing.
• Supports other departments with the planning and execution of their events, particularly when volunteers are needed including Student and Family Support Program family engagement activities and other school-related events like prom and graduation.
• Maintains on-site and online Baby Bucks and A Precious Boutique stores. Schedules volunteers as needed and monitors inventory.
• Oversees all phases of in-kind donation management, including solicitation, receipt, processing donations, and cultivation of in-kind donors.
• Represents Florence Crittenton Services at community events and programs, as needed.
• Maintains a working knowledge of local, state, and national trends, laws, and issues related to non-profits, volunteerism, and fundraising.
• Performs other duties as required and necessary to ensure the success of Florence Crittenton Services.

Supervisory duties:
• Directly manages the Administrative and Volunteer Assistant in accordance with Florence Crittenton Services’ policies and applicable laws. Responsibilities include interviewing, hiring, and training employees, planning, assigning, and directing work including goal and direction setting, appraising performance, rewarding, and disciplining employees, addressing complaints, and resolving problems.

Knowledge, skills and abilities:
• Ability to consistently promote, support, work, and act in a manner in support of Florence Crittenton Services’ vision, mission, and values.
• Excellent teamwork, organizational, and planning skills.
• Ability to multi-task in a fast-paced environment and adhere to timelines.
• Strong verbal and written communication skills and presentation skills.
• Strong attention to detail and excellent organizational skills.
• Ability to work collaboratively with a diverse group of people.
• Proficient skills in Microsoft Word, Excel, PowerPoint, Publisher, VolunteerHub, Raisers Edge/Online Express/Just Giving.

Education:
• High School Diploma or GED equivalent is required.
• Bachelors degree from a four-year college or university is preferred.

Experience:
• Three or more years of related experience and/or training is required.
• Solid experience recruiting, managing, and leading volunteers is preferred.
• Experience in successful event planning and volunteer coordination is preferred.
• An equivalent combination of education and experience may be substituted on a year for year basis.

**Additional Requirements/Licenses/Certifications:**
• As required by the Denver Public Health Order, all Florence Crittenton Services employees must be fully vaccinated against COVID-19 and are required to provide valid proof of vaccination.
• Must have reliable transportation.
• Must have a valid driver’s license.
• Passing a criminal history background checks will be required prior to the start of employment.
• Bilingual – Spanish speaking is preferred.

**Working environment:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
• Work is performed in an indoor professional office environment.
• Occasional travel to conferences, meeting is necessary.
• Work may involve additional hours during the evenings or on the weekends.

**Physical Activities:**
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 stand, sit, walk, walk on unpaved terrain, talk, reach with arms and hands, have good manual dexterity, use hands and fingers to operate a computer and telephone keyboard, handle or feel, hear alarms/telephones/normal speaking voice.
• While performing the duties of this job, the employee is regularly required to talk or hear.
• Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.
• Moderate physical effort may be required by moving and positioning objects up to 50 pounds occasionally and / or 25 pounds frequently.

**Compensation**
• Salary Range is $45,400 – $56,700 commensurate with experience

**Benefits**
• A generous benefits package includes paid time off, paid holidays, health, dental, and vision insurance, a 401(k) Retirement plan, employer paid Life, AD&D, STD, and LTD insurance, and EAP

**Resume and Cover Letter Required**
Florence Crittenton Services is an Equal Opportunity Employer and does not discriminate against any person in any condition of employment based on race, color, creed, national origin, age, religion, disability, sex, sexual orientation, gender identity, gender expression, genetic information, marital status or veteran status.