

JOB POSTING

SENIOR MANAGER OF VOLUNTEER AND EMPLOYEE ENGAGEMENT

POSITION OVERVIEW

The Senior Manager of Volunteer and Employee Engagement is responsible for the day-to-day coordination, implementation, and continuous improvement of the organization's volunteer programs and employee engagement. This role ensures high-quality recruitment, onboarding, training, supervision, and recognition of approximately 100 volunteers. This role collaborates cross-departmentally to align volunteer and staff initiatives with organizational needs and contributes to departmental planning, evaluation, and reporting.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Volunteer Program Management

- Collaborate across departments to identify current and emerging volunteer needs. Assist in identifying new volunteer roles aligned with the organization's growth.
- Design and implement effective recruitment, screening, and onboarding strategies for new volunteers.
- Maintain and enhance existing volunteer programs, including interpretive guides, event volunteers, and specialty roles (e.g. Mentors, LITs, Research Assistants).
- Conduct volunteer interviews, reference checks, and background screenings in accordance with organizational policy.
- Identify appropriate placement opportunities for new volunteers based on skills, interests, and organizational needs.
- Coordinate and lead orientation and training sessions, including safety protocols and emergency procedures.
- Maintain volunteer schedules, calendars, and role-specific documentation (e.g., Volunteer Handbook, animal reference cards, biofact collection).
- Develop and manage volunteer communications, including email updates, in-person gatherings, and tri-annual newsletter.
- Provide letters of recommendation and award nominations for outstanding volunteers.

Volunteer Supervision and Support

- Serve as the primary point of contact for all program volunteers, providing ongoing communication, feedback, and support.
- Supervise and support Volunteer Leads and team liaisons to ensure effective volunteer engagement and coverage.
- Work closely with staff to provide feedback and coaching for volunteers; assist in resolving performance issues as needed.
- Participate in the recruitment and onboarding process for specialized programs such as STEM Mentors, LIT, etc.

- Assist with volunteer recognition efforts, including appreciation events, birthdays, and other acknowledgments.
- Support volunteers during seasonal and special events in collaboration with event planning staff.

Partnership and Community Engagement

- Build and maintain relationships with local schools, community organizations, and corporate volunteer groups to enhance recruitment and program participation.
- Represent the organization at outreach and recruitment events, virtual and in-person.
- Coordinate and support corporate volunteer initiatives and team-based service days.

Data and Systems Management

- Maintain and update the volunteer management system (e.g. Salesforce, Altru)
- Track volunteer hours, participation, and program metrics; prepare reports and analyses as needed.
- Conduct annual volunteer satisfaction surveys and gather feedback for continuous program improvement.
- Provide verification of service hours and documentation as requested.

Department Operations

- Set departmental plans and goals in alignment with organizational priorities.
- Lead annual department budget planning (revenue and expense) as well as tracking and procurement of necessary supplies and materials.
- Maintain volunteer records and ensure compliance with legal and organizational requirements and best practices.
- Support the implementation and upkeep of the Volunteer Portal (WordPress).

Employee Engagement

- Support organization wide employee engagement efforts, ensuring effective planning, coordination and execution of key initiatives, including cross functional projects.
- Champion for clear internal communication including organizational updates, supporting leadership messaging, and ensuring clear and timely dissemination of information
- Spearhead convenings including communication or all staff meeting coordination or support. Collaborate with senior leadership on goals, agenda, content, logistics, etc.
- Consider and recommend culture related projects that are cross divisional (community listening or engagement of staff in culture related activities)
- Lead Justice, Equity, Diversity & Inclusion (JEDI) 2.0 including creating charter, goals, and facilitating an internal cross-functional team committed to JEDI principles focusing on learning, accessibility & inclusion.
- Adapt schedule, including weekends and occasional evenings, to meet program needs.

QUALIFICATIONS AND SKILLS

- A minimum of 5 years experience in volunteer coordination, managing a team to support volunteer programs at nonprofits and cultural institutions, enhancing engagement and outreach.
 - Bachelor's degree.
 - Certificate in Volunteer Administration (CVA) or commitment to obtain within 3 years.
 - Experience leading or participating in DEI, employee engagement and culture training and initiatives. Ideally experience in designing and implementing employee engagement opportunities and activities.
 - Experience doing community outreach and partnerships desired.
 - Excellent written and verbal communication skills.
 - Pass FBI-level background clearance to serve as Custodian of Record for volunteers.
 - Current First Aid/CPR/AED certification (adult and child), or willingness to obtain at organization's expense.
 - Familiarity with collaboration and content tools such as Canva, Slack, and WordPress.
 - Experience with customer relationship management systems (e.g., Salesforce).
 - Experience with Google Workspace (Docs, Sheets, Slides, Forms, Calendar).
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SCHEDULE

- Availability Tuesday–Saturday (will consider Sunday–Thursday).
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COMPENSATION AND BENEFITS

- Status: Exempt, Full-time
 - Salary: \$85,000 - \$95,000/annually
 - Benefits: Individual Medical, Dental, Vision, Life Insurance (dependents additional), 403(b) Retirement Plan, Paid Vacation, Paid Sick Leave, CuriOdyssey Membership, and more.
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PHYSICAL REQUIREMENTS: *The physical requirements herein are representative of those that must be met by an employee to successfully perform the essential responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.*

- Frequent handling and performing fine motor tasks as well as sitting for long periods of time at a computer.
 - Lift, carry, push, and pull objects up to 10 lbs frequently and/or up to 15 lbs occasionally.
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PSYCHOLOGICAL REQUIREMENTS: *The psychological requirements herein are representative of those that must be met by an employee to successfully perform the essential responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.*

- Adapt to frequent interruptions; ability to multi-task effectively
- Share and collaborate with other staff members and leadership

- Manage volunteers who may be upset or angry; conflict resolution
 - Act appropriately and professionally, even while under pressure
 - Occasionally work in areas where the noise level can be moderate to high
 - Self motivate and manage stress
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TO APPLY: Please send a cover letter and resume to opsjobs@curiodyssey.org. **NO PHONE CALLS PLEASE.**

CuriOdyssey seeks to build a diverse work team and encourages applications from candidates who will add to that diversity. CuriOdyssey is an equal opportunity employer and considers applicants for all positions without regard to age, race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex (including pregnancy, childbirth, breastfeeding and/or related medical conditions), gender, gender identity or expression, sexual orientation, military or veteran status, or any other status protected by federal, state, or local laws.