



VOLUNTEER MANAGER

Love animals? Love people? Then Humane Society of Memphis and Shelby County (HSMSC) wants YOU to oversee our volunteer program! If you are an enthusiastic “people person” who is organized and great at multitasking, eager to work with all types of passionate personalities with professionalism and empathy, and excited about matching volunteer talents with HSMSC sheltering and outreach needs, this is the perfect job for you!

DESCRIPTION

Volunteers and pet foster families are a lifesaving support team for the Humane Society of Memphis and Shelby County. They play an essential role in helping HSMSC fulfill its mission to save animals, connect animals and humans, and create forever families. The Volunteer Manager is responsible for overseeing all aspects of volunteer activity and engagement, including our Foster Program, and ensuring an atmosphere of mutual respect and cooperation. The Volunteer Manager actively recruits, onboards, and trains new volunteers and fosters, ensuring that they have the tools, information, and support they need to perform volunteer duties. The successful candidate must love people (and animals!), must be adept at interacting with all types of passionate personalities with professionalism and empathy.

RESPONSIBILITIES

- Communicate skillfully and effectively with diverse communities of youth, staff, volunteers, fosters and donors
- Recruit, onboard, and train new volunteers and fosters
- Supervise and schedule volunteer activities. Ensure compliance with the highest standards of customer service and animal welfare.
- Ensure that volunteers are available to support critical shelter needs like dog walking, cat care, donor recognition activities, fundraising events, office work, enrichment projects, and more.
- Cultivate and preserve an atmosphere of mutual respect and appreciation between staff and volunteers.
- Assess, update/develop, and improve volunteer policies and procedures to improve the strength, safety, and effectiveness of the program.
- Create new volunteer initiatives and educational opportunities to engage and support volunteers and the community
- Regularly communicate with volunteers, both in writing and in-person/virtually, to maintain the highest levels of engagement
- Advocate internally for volunteer needs, and communicate shelter needs and policies effectively to volunteers
- Manage conflicts (between volunteers and between staff/volunteers) effectively, with compassion and professionalism
- Maintain volunteer database and perform appropriate recordkeeping functions
- Schedule and coordinate volunteer recognition and engagement events
- Assist with various community outreach activities.
- Actively work to expand the diversification of HSMSC volunteer corps

FOSTER PROGRAM RESPONSIBILITIES

- Answer phone calls and emails from foster volunteers within a timely manner, including arranging emergency and out of hours care for foster pets. Communicating with foster volunteers to answer questions and concerns outside of traditional business hours.
- Provide ongoing support and resources to foster volunteers, including frequent foster “check-ins,” appointment scheduling and reminders, and other communication as needed
- Facilitate placement of foster eligible animals into and out of foster homes
- Manage foster supplies, reporting supply shortages or needs, and placing orders when needed
- Maintain close communication with the Animal Care Manager, Vet Clinic Team, and the Adoption Team
- Update foster communications and update social media accounts as needed to communicate animals in need of foster care with a foster volunteer base
- Maintain the foster contact list
- Recruit, train, and engage new foster applicants and conduct the foster onboarding process
- Other duties as assigned

QUALIFICATIONS AND SKILLS

- Must have strong leadership capabilities, outstanding interpersonal skills, and the ability to effectively interact and communicate with all types of personalities with compassion and professionalism
- Experience managing volunteers required (ideally in an animal welfare setting)
- Must be highly organized and able to juggle demands on time and multitask effectively
- Must have excellent time management skills, schedule flexibility, attend day/evening/ weekend events, and answer after-hours/weekend calls
- Must be computer savvy
- Must have the ability to use sound judgment when dealing with confidential information and the general public
- Must have the ability to speak before groups of people comfortably
- Bachelor’s degree preferred
- Experience developing training curriculum and educational material is strongly preferred
- Animal care experience highly preferred
- Must have a valid driver’s license and an insurable driving record
- Some weekend and evening hours required

Reports to: Executive Director

Job Classification: FT, Exempt

Annual Starting Salary: \$40,000 with generous benefits including medical, dental, EAP, PTO, paid holidays, and reduced rates on veterinary care and supplies. Salary negotiable based on qualifications and experience.

To apply: Please submit a cover letter and resume to Ellen Zahariadis, executive director, via email at **ellen@memphishumane.org**. Resumes will be reviewed as they are received. The position will be open until it is filled.

The Humane Society of Memphis and Shelby County is an equal opportunity employer that does not discriminate on the basis of race, color, creed, religion, sex, physical disability, mental disability, age, marital status, sexual orientation, national or ethnic origin or any other protected status.