



**Volunteer Manager, Humane Society of Memphis & Shelby County (HSMSC)**  
*Memphis, Tennessee | Full-Time | Exempt*

**Love Animals? Love People? Lead With Purpose.**

The Humane Society of Memphis & Shelby County is seeking an energetic, compassionate, and highly organized **Volunteer Manager** to lead and grow one of the most vital parts of our organization: our people-powered mission.

This is more than volunteer coordination — it's community building. The Volunteer Manager serves as the bridge between passionate supporters and lifesaving work, creating meaningful experiences that inspire people to advocate for animals and strengthen our impact across Memphis and Shelby County.

The ideal candidate is a dynamic relationship-builder who thrives in a fast-paced environment, communicates with empathy and professionalism, and enjoys turning ideas into engaging programs and memorable experiences.

**Position Summary**

The Volunteer Manager oversees all aspects of HSMSC's volunteer engagement program, including recruitment, onboarding, training, retention, recognition, and community outreach initiatives. This position works closely with staff across departments to ensure volunteers are empowered, appreciated, and strategically integrated into shelter operations and public programs.

This role also leads educational outreach opportunities that increase awareness of HSMSC's mission and strengthen connections within the community through events, partnerships, youth programming, and educational engagement.

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**Key Responsibilities**

**Volunteer Recruitment & Engagement**

- Recruit, interview, onboard, and train new volunteers
- Develop and lead engaging volunteer orientations and educational sessions
- Match volunteer skills and interests with organizational needs
- Maintain high volunteer engagement through ongoing communication, support, and recognition
- Create innovative volunteer initiatives that expand participation and impact
- Coordinate volunteer scheduling and coverage for shelter support activities including:
  - Dog walking
  - Cat care
  - Enrichment projects
  - Adoption events
  - Donor support activities
- Write and distribute volunteer newsletters and updates
- Manage and order volunteer gear and inventory
- Maintain volunteer records, databases, and tracking systems
- Foster a culture of collaboration, appreciation, inclusion, and mutual respect between volunteers and staff

**Community Outreach & Partnerships**

- Represent HSMSC at community events, recruitment fairs, and outreach opportunities
- Build and maintain relationships with schools, businesses, civic organizations, and community partners
- Coordinate corporate volunteer opportunities and group service projects
- Organize educational visits and pet-assisted outreach opportunities at schools, senior centers, and community organizations
- Lead and expand youth engagement opportunities, including camps, educational programs with area schools, and youth volunteer initiatives
- Oversee internship programs

## Program Development & Leadership

- Evaluate and improve volunteer policies, procedures, and training materials
  - Develop virtual and video-based training resources
  - Identify opportunities to diversify and grow HSMSC's volunteer base
  - Plan volunteer appreciation events and recognition initiatives
  - Collaborate cross-functionally with shelter operations, kennel teams, development, marketing, and leadership
  - Address conflicts or concerns with professionalism, empathy, and accountability
  - Create engaging content to promote volunteer opportunities through social media and community outreach
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## Qualifications

### Ideal Candidate Will Have:

- Experience managing volunteers, teams, programs, or community engagement initiatives
- Exceptional interpersonal and communication skills
- Strong organizational and multitasking abilities
- Comfort speaking to groups and representing an organization publicly
- Ability to work collaboratively with diverse personalities and communities
- Experience planning events, coordinating logistics, or managing outreach programs preferred
- Strong writing and digital communication skills
- Passion for animal welfare and community service

### Bonus Qualifications

- Experience in nonprofit, shelter, rescue, or advocacy work
  - Experience with volunteer management software or CRM systems
  - Social media and content creation experience
  - Youth programming or educational outreach experience
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## Physical Requirements & Work Environment

This position involves both office and hands-on shelter work. Candidates should be comfortable working in an active animal welfare environment that may include exposure to noise, odors, animals, and varying weather conditions.

Responsibilities may include:

- Standing, walking, bending, and lifting throughout the day
  - Handling animals safely and compassionately
  - Attending off-site events and outreach activities
  - Working occasionally evenings or weekends for events and volunteer activities
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## Why Join HSMSC?

At HSMSC, you'll join a mission-driven team dedicated to creating a compassionate community for animals and the people who love them. Every volunteer experience you create directly supports lifesaving work and strengthens the bond between our organization and the community we serve.

### Benefits Include

- Competitive salary (\$40k to \$55k+)
  - Medical, dental, and vision insurance
  - 401k with employer match
  - Employee Assistance Program (EAP)
  - Generous PTO and paid holidays
  - Reduced veterinary wellness care and supplies
  - Opportunities for professional growth
  - The chance to make a daily difference in the lives of animals and people alike
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## To Apply

Please submit your resume and cover letter to: **Ellen Zahariadis, Executive Director**, [ellen@memphishumane.org](mailto:ellen@memphishumane.org)

The Humane Society of Memphis & Shelby County is an equal opportunity employer committed to fostering an inclusive and welcoming workplace for all.