

# Position Description

<b>Position Title:</b>	Volunteer and MVP Leader
<b>Reports To:</b>	Operations Manager
<b>Department:</b>	Operations
<b>Status:</b>	<input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time <input type="checkbox"/> Temporary
<b>Classification:</b>	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt

## GENERAL POSITION SUMMARY

The Volunteer and MVP Leader oversees the day to day processing operations of Note in the Pocket training and leading volunteers and groups working in conjunction with the Volunteer Coordinator and other staff positions. Ensures a positive experience for the volunteers and groups keeping them on task meeting project goals while maximizing the manpower available each day.

*(Note: This role is designed to expand our volunteer program to offer supervised flexible weekday hours outside of our regular 9-1 shift. Weekly schedules will be based on group bookings to including morning, afternoon, evening and weekend volunteer group opportunities. Part-time: 15 - 20+ hrs.)*

## ESSENTIAL FUNCTIONS

*Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all the duties listed, nor does it necessarily list all possible duties that may be assigned.*

Volunteers and groups:

- Ensures that co-leaders and volunteers keep on track and on time providing hands-on support as needed
- Optimizes volunteer manpower provided by a large group by coordinating mini tasks with co-leaders while maintaining a positive volunteer experience
- Leads afternoon, evening and weekend groups as scheduled
- Trains new evening and weekend leaders
- Provides training and supervision for Summer Interns and NITP Student Leadership Teens

Mobile Volunteer Program (MVP's are turn-key volunteer events we take to other locations) responsibilities:

- Works with OM and VC to coordinate available dates
- Perform site evaluations for potential event locations, follow-up report and thank you note.
- Act as point person for event and help VC coordinate support staff needed based on size of event.

- Work with OM to schedule a donated or rented truck, coordinate and loading of clothing and supplies needed for the MVP, unloading of truck after MVP, return clean truck with full tank of gas.
- Continuously identify and build a support staff pool of volunteers for MVP events

Weekly responsibilities:

- Works with Volunteer Coordinator to identify priorities for the day
- Makes sure the Volunteer Center is straight and ready at the beginning of the day and left clean and prepared for the next group at the end of each shift
- Greet and check-in volunteers to make sure everyone is registered
- Will occasionally fulfill clothing requests and train & supervise fulfillment volunteers

**NON-ESSENTIAL FUNCTIONS**

- Greets clothing donors.
- Conducts spot tours as needed
- Provides tax receipts upon request
- Ensures that clothing donations coming in are processed correctly. (Clothing put in proper area, weighed, taken to appropriate area for sorting)
- Ensures all clothing that is outgoing is labeled, weighed and recorded in proper area

**QUALIFICATIONS**

**A. Education**

Level

- High School Diploma/GED
- Associate Degree
- X Bachelor's Degree

Area of Study

\_\_\_\_\_  
Business Administration; Non-Profit Administration; or other relevant field preferred

- Master's Degree
- Other (must specify): \_\_\_\_\_

**B. Experience**

- 3+ years' experience working in a non-profit organization
- 1+ years' experience supervising employees and volunteers
- Previous experience working in a retail or re-sale clothing business preferred

**C. Knowledge, Skills, and Abilities**

- Ability to train and guide new staff and volunteer leaders through the NITP orientation and training process
- Strong verbal and written communication skills to effectively communicate clear expectations, goals, vision, and mission of NITP
- Ability to align opportunities for growth and provide assignments that stretch and challenge the volunteers
- Ability to work effectively in a deadline-driven, multi-priority environment
- Exhibit consistent usage of effective time management skills and appropriate resource management while communicating interferences and delays to supervisor.

- Provides others with timely and organized information; provide clear directions, shares responsibility and accountability; includes and consults with appropriate individuals as needed.
- Provides accurate results that are thought-out, complete; exhibits high standard for excellence
- Strong attention to detail
- Ability to use logical methods to solve problems while producing effective solutions; probes all appropriate resources for solutions
- Takes initiative to identify and improve systems and processes.
- Ability to relate well with all types of people, attentive and active listener; patience to hear others out and build rapport with dignity and tact
- Ability to effectively manage change supporting and promoting acceptance
- Ability to encourage, motivate, evaluate, and set clear and effective expectations with the team.

**PHYSICAL REQUIREMENTS**

This position requires (check all that apply):

- X Normal periods of sitting and standing in an office environment.
- X Extended periods of sitting at a workstation/desk in an office environment.
- X Extended period of standing.
- X Lifting and/or pushing objects up to 25 lbs. on a regular basis
- X Lifting and/or pushing objects up to 50 lbs. on an occasional basis.
- Working with heavy machinery or equipment on  regular  occasional basis such as:  
\_\_\_\_\_
- Working outdoors in potentially inclement weather conditions.
- Working at heights of up to \_\_\_\_\_ feet.
- Other: \_\_\_\_\_

**WORKING CONDITIONS**

Work is performed inside a flex-space office building. Level of noise varies in work environment and the area is temperature controlled.

*All the above duties and responsibilities are essential job functions for which reasonable accommodation will be made. All job requirements listed indicate the minimum level of knowledge, skills, and/or ability deemed necessary to perform the job proficiently. This job description is not to be construed as an exhaustive statement of duties and responsibilities or requirements. Employees may be required to perform other job-related duties as requested by their supervisor. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.*

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date