

# Position Description

## GENERAL POSITION SUMMARY

<b>Position Title:</b>	Volunteer Leader
<b>Reports To:</b>	Program Manager
<b>Department:</b>	Program
<b>Status:</b>	Full-time (30-36 hours)
<b>Classification:</b>	Non-Exempt

The Volunteer 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, other staff Volunteer Leaders, and senior 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.

## 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.*

- Trains and leads daily volunteers and volunteer groups
- Works with other leaders to identify priorities for the day
- Makes sure the Volunteer Center is straight and ready at the beginning of the day and prepared for the next group at the end of each shift
- Ensures that clothing donations coming in are processed correctly (put in proper area, weighed, taken to appropriate area for sorting); provide donors with tax receipts
- Ensures all clothing that is outgoing is labeled, weighed, and recorded in proper area
- Help with prep for and participation in Pocket Pop Ups
- Conduct facility tours
- Some evenings and weekends required

## QUALIFICATIONS

### A. Education

#### Level

High School Diploma/GED

### B. Experience

- 1+ years' experience supervising employees or volunteers
- Previous experience working in a retail or re-sale clothing business preferred
- Must have strong spreadsheet and database skills

### C. Knowledge, Skills, and Abilities

- Ability to train and guide new volunteers through the NITP process
- Strong verbal and written communication skills to effectively communicate clear expectations, goals, vision, and mission of NITP

- Ability to work effectively in a deadline-driven, multi-priority environment; exhibit consistent usage of effective time management skills and appropriate resource management; communicates interferences and delays to supervisor.
- Provides others with timely and organized information; provides 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
- Ability to use logical methods to solve problems while producing effective solutions; probes all appropriate resources for solutions
- Takes initiative to identify improvements in 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:

X Normal periods of sitting and standing 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 CONDITIONS**

Work is performed inside a flex-space office building. Level of noise is usually quiet in the work environment and 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.*

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Employee's Signature

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Date