



COMMUNITY RESOURCE MANAGER

JOB SUMMARY: Community Resource Manager is responsible for planning, implementing, and overseeing the organization's enrichment programs and monitoring various projects and activities within the Operations Department. This position is also responsible for event planning and implementation throughout the year at the shelter.

SUPERVISION: The Community Resource Manager reports directly to the Director of Operations and works independently with minimal direction and supervision. This position is responsible for the direct supervision of volunteers and other assigned staff.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES: The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related or a logical assignment for this position. Other duties may be required and assigned.

- Respond to all volunteer inquiries (phone, email, walk-ins) in a timely and professional manner.
- Recruit and screen potential volunteers; evaluate skills and commitments. Conduct tours, orientations and training for all new volunteers and ensures volunteers are properly trained for their placement. Keep volunteer job descriptions and information current concerning duties and how they are to be carried out.
- Select, train, motivate and evaluate staff. Provide direction and leadership; manage staff performance by providing regular feedback and reinforcement.
- Revise and formulate operational procedures and monitor effectiveness; assist the Operations Director in the development of strategic plans/goals for department activities and programs.
- Oversee the department's donations, inventory and distribution policies.
- Ensure continuous communication with all program areas regarding volunteer requirements and community resources needs of the shelter. Maintain constant awareness of fluctuating needs and communicate staffing problems to the appropriate program director.
- Monitor, support, motivate and thank volunteers; celebrate volunteering by planning and implementing volunteer recognition events.
- Develop and maintain links with the community through networking with locally based community agencies, businesses, civic groups, churches and education institutions.



- Compile statistical reports; compose letters, memoranda and announcements as required; maintain detailed program and volunteer records and schedules, including but not limited to volunteer contact information, special interests, skills, dates of service and signed agreements or understandings.
- Attend outside training, community meetings and events; make presentations for small or large community groups and staff.
- Monitor ongoing compliance of department operating procedures and policy.
- Assist in developing strategies through networking and engaging the community to help increase volunteer participation; collect and research data.
- Train staff to work with and supervise volunteers in ways that support, encourage, and show appreciation for services rendered.
- Perform other related duties required in keeping with the scope and nature of the position.

KNOWLEDGE, SKILLS, AND ABILITIES:

Essential Skills

- Strong commitment to our vision of empowering homeless families
- Detailed oriented, highly organized, ability to multi-task and provide quick responses.
- Supervisory practices and principles.
- Demonstrate a high degree of independent judgement, and make sound decisions.
- Provide clear direction to subordinates.
- Excellent communication skills, both verbal and written.
- Excellent people skills.
- Willingness to work a flexible schedule.
- Ability to work with people of diverse social background and professional rank.
- Ability to work independently and in groups.
- Proficiency in MS Office and donor/volunteer software programs.
- Ability to perform well under strict deadlines
- Strong organization and time-management skills.
- Abide by strict ethical standards, integrity and confidentiality and Avoid personal conflict of interests.
- Requires the ability to function in a manager capacity for a major organizational unit requiring significant internal and external interaction.

Preferred Skills:

- Bilingual capabilities.
- Knowledge of and contacts in the Silicon Valley area.
- Strong organizational and time-management skills.



EDUCATION AND EXPERIENCE:

- Four (4) year college degree or equivalent experience
- One year of full-time experience in working with volunteer programs
- Demonstrated ability to effectively work with staff and volunteers
- Supervisory experience

PHYSICAL DEMANDS: *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is frequently required to maintain a stationary position, operate computers and other office equipment, move about the office, attend onsite and offsite meetings, and communicate. The employee must be able to accurately exchange information in person, in writing and via e- mail and telephone.

Physical Ability

Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

EQUAL OPPORTUNITY EMPLOYER

10/15/2020