



Fellowship Square

Title: Volunteer & Communications Manager

Job Type: Full-time

Department: Fundraising

Reports To: Director of Fundraising

Salary Range: \$60,000 - \$70,000 annually

Location: Reston, Virginia

Come work for an exciting non-profit that is serving the community and making a difference in people's lives! We offer a challenging, but professionally satisfying work environment where you will be part of a team that values creativity, teamwork and results. You will have the support and encouragement to fulfill your professional goals while at the same time improving the lives of older adults who struggle to make ends meet.

Fellowship Square seeks an experienced professional to recruit and manage our important volunteer program while assisting with developing and improving impactful internal and external communications.

Summary of Position:

The primary responsibility of the Volunteer and Communications Manager is to recruit, manage and deliver a strong volunteer base that performs life-enriching programs and activities for residents; develop annual recognition for volunteers and community partners; and help track and account for the impact our volunteers have on our residents. The Volunteer and Communications Manager will assist with internal and external communications such as developing articles for the newsletters, making updates to the website, elevate Fellowship Square's social media presence, and assist with external communications aimed at donors, volunteers, and community partners.

Volunteer Program Duties:

- Manages volunteer programs, which includes recruiting, training, and communicating with individual volunteers and groups.
- Builds relationships with residents and resident groups to encourage volunteer participation among residents.
- Promotes and markets volunteer opportunities via social media, email marketing, and direct marketing. Promotes resident engagement through resident communications.
- Creates and maintains master lists of volunteers (individual and groups) identifying their involvement and developing reports to reflect their impact, such as tracking service hours, categorizing their involvement, and overall interest and effect they have on residents; produces reports as needed.
- Plans and implements volunteer recognition, awards and events as needed.
- Updates Fellowship Square website with pertinent information related to volunteer and in-kind giving opportunities.
- Develops volunteer orientation curriculum and trains staff on orientation process.

- Works with other team members to oversee volunteer activities, trouble-shoot issues that arise, and create contingency plans as needed.
- Assists in creation and production of collateral materials promoting Fellowship Square volunteer opportunities.
- Recommends policies and procedures that follow best practices; assists in the development of the annual Volunteer Program budget.

Communications Duties:

- Works with Development Coordinator to distribute print and online marketing materials to internal and external audiences as appropriate.
- Analyzes company's social media and online presence; provides summary reports and data as requested.
- Manages, updates, and maintains organization's website and banner ad schedule; maintains organization's presence on social media.
- Assists the Director of Fundraising with monthly newsletter creation, editing, and publishing.
- Assists the Director of Fundraising in accomplishing departmental goals.

QUALIFICATIONS

- Bachelor's degree in business, marketing, communications, public relations, or related area required.
- Preference given to candidates with 3+ years' experience in:
 - Volunteer recruitment
 - Program management
 - CRM / database management
 - Marketing
 - Communications
 - Nonprofit industry
- Fluency in at least one other language preferred.

CORE COMPETENCIES

- Strong team player with a positive attitude and a strong work ethic with demonstrated leadership skills.
- Excellent communication skills, verbal and written, with attention to detail including proofreading/editing, word choice, tone and sentence structure
- Strong working knowledge of all aspects of Microsoft Office Suite
- Strong presentation and group facilitation skills.
- Displays strong ability of comfortably speaking to diverse audiences of varied sizes in a charismatic, engaging way.
- Strong knowledge, understanding, and experience managing volunteer programs.
- Strong ability to build reports and maintain databases; present findings while offering ideas and solutions for improvement.
- Ability to follow through on competing projects and meet deadlines.
- Well-developed sense of member/client service; builds strong business and stakeholder relationships.
- Displays strong problem-solving skills; presents innovative ideas and thoughts to support goal achievement.
- Strong time management skills; establishes and/or seeks out essential priorities when tasked with multiple projects.

- Strong interpersonal and diplomacy skills
- Considerable people management skills; capable of acting as leader and advisor.
- Demonstrative abilities in collaborative team building and consensus.
- Ability to work as part of a team and to work independently; a self-initiator, versatile and assumes risk with responsibility.

Benefits: Fellowship Square is proud to provide a benefits package that is designed to support your physical, financial, and emotional wellbeing. We offer company paid health insurance, dental and vision coverage, 403(b) with 100% employer match up to 6% after two years of employment, 10 holidays based on regularly scheduled work days, bereavement leave and more. Hybrid work schedule is currently available though not guaranteed.

To Apply: Send cover letter and resume to info@fellowshipsquare.org.