

## Job Description: Program Manager

**Position Summary:** Civic Engagement is a powerful source for solving community problems, a creative use of human resources and essential for a healthy, productive, and engaged society. Since 1980, the mission of Volunteer Alexandria is to connect and match people seeking opportunities with organizations in need of human resources to support their programs and services. The Program Manager (PM) oversees various programs and projects Volunteer Alexandria implements to ensure effective alignment with the organization's mission and the program's goals. The PM will manage and monitor the progress of several projects within their program to make sure they follow this direction and exceed these goals. The PM is responsible for overseeing the development of programs that support our main objectives. This position is managing the Volunteer and Database Coordinator, Emergency Preparedness Coordinator, Social Media and office volunteers, as well as responsible for the execution of agency's programs to ensure that volunteers are engaged and excited about the mission of Volunteer Alexandria.

### Responsibilities:

- Organize daily activities based on the goals of the organization.
- Devise new programs that support the organization's objectives.
- Evaluate and assessing the programs' strengths and weaknesses.
- Monitor projects and overseeing staff and volunteers to ensure goals are met.
- Work with the Executive Director and social media team to improve strategies.
- Recruit/manage volunteers for our programs/events, as well as mobilize people for community needs.
- Strengthen relationships with nonprofits using our system and maintain the database.
- Grow the youth and family volunteer program as well as the RSVP program.
- Create and manage agency's electronic newsletters.
- Manage the implementation of Breaks with Impact service-learning program for youth in the spring and summer.
- Plan, implement, and execute signature events (Toy Drive, Family Vol Day, MLK Day).
- Ensure all incoming volunteers are matched with community needs (and/or guide to web interface).
- Create, implement, and manage initiatives to mobilize volunteers and attend outreach efforts in the community.
- Build a budget for the program and ensure all projects stay within this budget.
- Reach out to congregations, civic associations, and other groups to promote VolAlex and speak on our behalf.
- Manage volunteer database and provide weekly and monthly engagement reports.
- Assist with grant writing for youth and family volunteer projects, as well as assist in preparing grant reports.
- Train, manage, and support Volunteer and Database Coordinator.
- Manage social media staff and internal volunteers, as well as secure that the office is sufficient staffed.
- Assist with all special events and other duties as assigned.

### Qualifications:

- Leadership and management skills
- Conflict resolution and problem-solving skills
- Risk management
- Written and verbal communication skills
- Teamwork and motivational skills
- Organizational and multitasking skills
- A demonstrated passion for citizen engagement, helping others and improving communities
- Two to three years of professional and/or internship experience in volunteer management
- Excellent customer service skills and communication skills—verbal, listening and writing
- Knowledge of Salesforce software required
- Ability to work evening/weekends and flex hours
- Evidence of a commitment to diversity and understanding how to work effectively in and with a diverse community
- Knowledge of Alexandria community a plus
- Bi-lingual (Spanish/English)

Revised 03/22/2022



Volunteer Alexandria  
GLOBAL NETWORK AFFILIATE