



Job Title:	Volunteer and Outreach Manager
Department:	Development
Supervisor:	Director of Development & Outreach
FLSA:	Non-Exempt
Pay:	\$22-\$23.50 /hour dependent upon experience
General Description:	The Volunteer and Outreach Manager oversees volunteer recruitment and coordination for its community outreach initiatives, operations and development.

Position Summary: The Volunteer and Outreach Manager oversees volunteer recruitment and coordination for its operations, development needs and community outreach initiatives. This role involves 360-degree volunteer management from recruitment through post-project recognition. You'll be organizing activities which utilize volunteers in a variety of ways to enhance community support: through food distribution, facilitating food and fund drives, and cultivating donors. The ideal candidate will be passionate about community service, possess strong organizational skills, and have experience in volunteer management and outreach.

Primary responsibilities:

- **Volunteer Coordination:** Recruit, train, and manage volunteers and volunteer schedules to support DMARC efforts in the following areas:
 - *Programming* – Ensure that DMARC food distribution programs, including DMARC-ket Food Pantry, DMARC Mobile Food Pantry Program, and DMARC-ket Home Food Delivery Program have adequate volunteer support.
 - *Ongoing Food Collection Events* – Ensure that ongoing DMARC food collection programs have adequate volunteer support (Red Barrel, I-Cubs and Meals from the Market).
 - *Special Events* – Recruit volunteers to assist with key warehouse projects, major community drives, and DMARC fundraising events
 - *Leadership volunteers* - assist in the identification of volunteers to serve on DMARC committees
 - *Skilled volunteers* – Assist in the recruitment of specific volunteer needs and skill sets as needed (such as office volunteers).
 - *Communication* - Coordinate promotion of volunteer efforts with DMARC Marketing & Communications Manager and work cooperatively as a member of the DMARC's Development Department.
- **Volunteer Management, Training and Retention:** Develop and implement ongoing volunteer policies and procedures to ensure effective engagement and retention.
 - Maintain accurate records of volunteer activities and hours, utilizing internal and external systems to track and post opportunities.
 - Provide training and supervision to all volunteers, providing specialized training to any volunteers involved in food logistics to ensure compliance with food safety and distribution protocols.
 - Create and implement strategies for volunteer recognition and appreciation.

- **Community Outreach and Support:**
 - Establish new and nurture existing community partnerships with local businesses, clubs, civic groups, schools, organizations and faith-based groups to promote DMARC's mission.
 - Represent DMARC in the community, working to foster collaborations, raise awareness and educate the public about food insecurity and DMARC's initiatives.

- **Donor Cultivation:**
 - Promote the development of new donors through volunteerism.
 - Develop relationships with volunteers which encourage further engagement, such leadership volunteerism (by joining DMARC committees, DMARC Ambassadors, Spring Greens, and more). This can and will include relationships with individuals, corporations, and faith-based organizations.
 - Become a natural connector between DMARC volunteers and staff, sharing relationships which lead volunteers to additional engagement with the organization.
 - Assist in fundraising initiatives to secure resources for DMARC's programs.

- **Food and Fund Drives:**
 - Organize and promote food and fund drive opportunities within the community to support the DMARC Food Pantry Network.
 - Manage ongoing program drives such as the Red Barrel program.
 - Provide resources and support to individuals and groups hosting drives.
 - Track and report on the outcomes of drives, ensuring transparency and accountability.

Core Competencies

People/Volunteer Management: Provides direction, gains commitment, facilitates change and achieves results through the efficient, creative and responsible deployment of volunteers; engages people in their areas of giftedness and passion. Builds meaningful relationships with our volunteer supporters to capitalize on other areas they can and would benefit the organization.

Interpersonal Skills: Must be comfortable interacting with a wide array of individual backgrounds and abilities. Must be able to foster good working relationships with all others who are relevant to the completion of work, both internally and outside of DMARC; works well with people at all levels of the organization; considers the impact of his/her actions on others; uses diplomacy and tact; is approachable; avoids communication silos.

Initiative: Works to build on existing programs; is action oriented and energetic about worthwhile activities; not fearful of taking calculated risks; seeks out and seizes upon opportunities; sets demanding but achievable objectives for self and others.

Influencing Others: Encourages others to cooperate, participate, provide resources or make decisions, in service to the work at hand; uses verbal and nonverbal skills to communicate respect and appreciation for others, and to generate energy, passion and commitment to an idea; creates an environment in which others want to participate. Ability to network in the community comfortably, sharing the opportunity to volunteer.

Attention to Detail: Consistently pulls together the smaller pieces that make up the bigger picture; resolves unanswered questions needed to address a problem; meets deadlines as set and sets deadlines for needs from others.

Other Job Requirements:

1. Must have a passion for addressing the problem of food insecurity in our community.
2. Ability to get along and communicate with all types of people, organizations, corporate, job training/ learning groups, and a variety of faith-based groups.
3. Must possess strong organizational skills and have the ability to manage details.
4. Must possess skills of persuasion and motivation, sales experience a plus.
5. Must be comfortable speaking in front of groups.
6. Ability to interpret and work from oral and written instructions.
7. Knowledge and ability to communicate effectively and courteously via the phone, e-mail and in person with DMARC staff, volunteers and the general public.
8. Must be willing to travel throughout the Des Moines metro area.
9. Ability to perform basic math calculations.
10. Ability to remain calm and professional during peak periods of activity.
11. Sufficient computer skills, particularly proficiency with Microsoft Excel and Word. Experience with previous volunteer management software and/or Raiser's Edge database software (DMARC donor management program), a plus.
12. Ability to maintain strict confidentiality standards, particularly in regard to donor and gift information records.
13. Ability to assist in other areas as required.
14. Ability to work 40 hours per week, including some evenings and weekends.

Physical Requirements/Functions:

Anticipated hours per week: 40

- ◆ Frequent lifting and carrying weights ranging from zero to 20 pounds.
- ◆ Occasional lifting and carrying weights ranging from 20 to 50 pounds.
- ◆ Minimal bending, kneeling, crouching and stooping, frequent standing, minimal climbing and reaching above shoulder height.
- ◆ Good vision, corrected to normal.
- ◆ Good hearing, corrected to normal; or ability to communicate/understand required information and to perform job duties.
- ◆ Ability to be mobile throughout required work areas and DMARC warehouse.

Mental Requirements:

This position requires the mental capabilities to learn, comprehend, and communicate both orally and in writing. Independent decision making and problem-solving abilities are required to coordinate events and recruit and manage volunteers. Logical thinking, the ability to manage multiple tasks and accomplish them on time.

Working Conditions:

General office and warehouse working conditions exist. Moderate temperature conditions. Occasional travel. Minimal exposure to elements or chemicals. The working conditions may include moderate noise levels.

Accountability and Evaluation:

This position is supervised by the Director of Development and Outreach. A job review is conducted annually.

Note: Statements included on this job description are intended to describe the general nature and level of work performed by the employee(s) assigned to this job. The statements should not be construed as exhaustive list of responsibilities, duties, and skills required.

DMARC will follow public health guidelines to ensure employees feel safe within the workplace. DMARC will make sure personal protective equipment is available when needed and/or requested.

DMARC is an equal opportunity employer and celebrates diversity and is committed to creating an inclusive environment for all employees.

Candidate must take and pass routine background check before they will be considered a qualified hire.

About DMARC:

The Des Moines Area Religious Council is an interfaith organization committed to meeting basic human needs for the greater Des Moines community. With a network of 14 partner food pantry sites, multiple mobile food pantry sites and a home food delivery program, DMARC addresses food insecurity and fosters interfaith dialogue. Learn more: dmarcunited.org

Last updated: 3/14/2025