



Volunteer Manager Job Description

The Tennessee Wildlife Federation's Volunteer Manager position supports the Hunting and Fishing Academy program. The Volunteer Manager supports the program by managing volunteers and ensuring all procedures are followed.

Job Type: Full-time

Location: Nashville, TN

Reports to: Director of Programs

Responsibilities: The Volunteer Manager is responsible for managing the growth, expansion, and development of the Hunting and Fishing Academy's volunteers.

Duties: The Volunteer Manager is required to perform the following tasks:

- Develop and implement a strategy for soliciting, engaging, and retaining new volunteers
 - Establish relationships with industry partners to recruit new volunteers
 - Represent the Federation at community events to develop relationship with civic and local organizations to recruit and utilize volunteers
 - Respond to all individual volunteer inquiries (i.e. website submissions)
- Help organization develop outreach strategies to engage volunteers
- Ensure all new and current volunteers are vetted and complete certified background check
- Work with regional Field Representatives to ensure all Hunting and Fishing Academy events are well-staffed with volunteers
- Oversee the training needs of Volunteers
 - Create job descriptions for volunteer positions
 - Work with the Hunting and Fishing Academy Manager to create training manuals for new and existing volunteers
 - Create virtual training videos with a corresponding assessment for entry level volunteers
 - Conduct regional Hunt Master trainings to equip volunteers with skills needed to assist with all Hunting and Fishing Academy events
 - Onsite presence at events to observe new volunteers and help with transition
- Data Management
 - Maintain records of all volunteer hours for program events
 - Ensure volunteer database records are entered correctly and are updated to reflect any changes
 - Ensure that volunteer liability waivers are signed and filed
- Research and implement industry best practices for volunteer management
- Work with the Hunting and Fishing Academy team to plan all volunteer appreciation events
- Monitor volunteer satisfaction

- Work alongside the Communications department to market all new volunteer training opportunities, volunteer recognition, and recruitment initiatives
- Perform other related duties as assigned

Key Qualifications: The successful candidate must believe in the core values of the Tennessee Wildlife Federation and be driven by the mission. The candidate will have the following attributes and experience:

- Graduated from an accredited college or university with a Bachelor's Degree. Relevant work experience may be substituted for required education. Applicant will need to concisely substantiate their work experience as it relates to the Volunteer Manager position
- Volunteer management experience
- Display a calm and collected demeanor in customer service situations
- Ability to work independently and collaboratively
- Must possess the ability and skills to communicate efficiently and effectively with a wide range of people and audiences. This includes a strong written communication, the ability to effectively speak to groups of all sizes, and being comfortable with public speaking
- Proficient in Microsoft Suite, Dropbox, Zoom, Google Suite, and the ability to learn other online platforms used by the Federation. Experience with EveryAction is a plus
- Ability to prioritize work and know when to consult with supervisor
- Attention to detail and professionalism in all written and oral communications
- Ability to travel regularly including some overnight

Personal Characteristics:

- Must have a passion for the Federation's mission. Approach work from the Federation's point of view rather than personal
- Must possess and promote a spirit of hospitality
- Strong work ethic with the ability to reject setbacks and enthusiastically persist until goals are achieved
- Demonstrates decision-making and problem-solving skills
- Resourceful and able to tackle challenges in a timely manner
- Results-oriented team player who is accountable for their performance

Performance Standards:

- Conducts tasks accurately, with care and precision, and in a timely manner
- Communicate effectively and listen to others. Has strong grammatical skills, and demonstrated ability to communicate effectively across technological platforms
- Keep supervisors informed and up to date on all matters pertaining to their work
- Participate in staff meetings and staff retreats
- Treat peers with respect
- Follow all procedure and policies within the Federation's employee handbook

Ethical Hunting Practices: Federation staff know and respect the game hunted, follow all related laws, familiarize themselves with wildlife in the area and behave accordingly. As an employee of the Federation, all employees are expected to follow all state and federal hunting guidelines and practice ethical and fair chase practices while executing or assisting with program events or in your personal outings afield.

Tennessee Wildlife Federation offers a competitive benefits package and is an equal opportunity employer committed to workplace diversity.