

Volunteer Program Manager

Team	Membership and Community
Position summary	<p>The Volunteer Program Manager works in tandem with the Nominating Committee and Governance team to ensure full staffing for the Presentation Guild, an all-volunteer organization.</p> <p>Oversee and enhance our volunteer program, ensuring a positive and rewarding experience for all board directors and board operations associates alike.</p>
Key responsibilities	<ul style="list-style-type: none">• Develop and implement strategies to recruit a diverse and engaged volunteer base. Create and manage a comprehensive onboarding process for new volunteers. Collaborate across the organization to identify staffing needs and opportunities.• Manage the complete volunteer cycle from recruitment, intake, and onboarding, to check-ins, training, reward and recognition systems, performance management, and offboarding.• Develop and document program policies, processes, and procedures.• Maintain accurate records of volunteer activities, hours, and contributions.• Work with teams to stay on top of evolving skill needs; develop and update role descriptions accordingly.• Build and maintain strong relationships with volunteers, fostering a supportive and inclusive environment.• Work with the Communications and Marketing team to promote volunteer opportunities and highlight volunteer achievements.• Evaluate the effectiveness of volunteer program through feedback, surveys, and performance metrics, making continuous improvements based on data-driven insights and best practices.• Recruit and retain a team to support the volunteer program and plan for volunteer program manager succession.
Qualifications	<ul style="list-style-type: none">• Successful track record of developing and managing volunteer programs and recruiting, engaging, and retaining teams of diverse volunteers.• Experience developing and updating role and/or job descriptions.• People management experience.• Strong organizational and project management skills.• Excellent written and verbal communication and interpersonal skills.• Ability to work independently and as part of a team.• Proficiency in using volunteer management software and tools.• Human resources and/or recruiting experience a plus.• Trade association, board governance, and/or nonprofit experience a plus.• Passionate about providing effective, meaningful, and satisfying solutions for presentation enthusiasts that will support them in their career and business journey.
Time commitment	<ul style="list-style-type: none">• Attend monthly board meetings. A minimum of 75% attendance is required.• Attend monthly team meetings, plus recurring check-ins, cross-team, workgroup, and committee meetings as needed.• Work an average of 5-10 hours per week on organizational activities.