

VOLUNTEER MANAGER | CONNECTIONS

GENERAL DESCRIPTION

The Volunteer Manager will manage, champion, and oversee the systems and processes for recruiting and onboarding volunteers at Rock Point. This is an hourly position with a schedule including weekday and weekend hours and may include evening hours.

Classification: Non-Exempt; Hourly // **Status:** Full Time (35-40 hours) // **Team:** Connections
// **Supervisor:** Tammy Gray, Lead Director

WORK SCHEDULE

- Sunday: 7:30am – 1pm
- Tuesday: Wednesday, Thursday – 8:30am – 4:30pm
- Saturday: 1:30pm-7pm
- Events as assigned

ESSENTIAL DUTIES & RESPONSIBILITIES

- Develop and maintain systems and processes for recruiting volunteers at Rock Point.
- Assist ministry teams with development and maintenance of a volunteer onboarding process.
- Field potential volunteer questions.
- Work with ministry teams to develop an ongoing, comprehensive volunteer needs assessment.
- Guide ministry teams in recognizing team volunteers.
- Maintain the Volunteer Central room, including purchasing supplies and routine cleaning.
- Serve as the volunteer staff expert and provide input and support as needed for ministry teams.
- Develop a volunteer manual for volunteer use that provides general team Rock Point information.
- Work with director to develop, implement, and manage the Volunteer Management budget, master calendar, and annual plan for volunteer management.
- Communicate, motivate, lead and relate effectively to a wide variety of Individuals.
- Work both independently and in cross-functional teams.

COMPETENCIES

To perform the job successfully, individual should demonstrate the following:

- **Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **Customer Service** - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.
- **Teamwork** - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- **Change Management** - Develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change. Adaptability, flexibility, and ability to see change as an opportunity rather than an obstacle.
- **Ethics** - Treats people with respect; inspires the trust of others; works with integrity and ethically.
- **Diversity** - Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.
- **Organizational Support** - Follows policies and procedures; completes administrative tasks correctly and on time; supports church's goals and values.
- **Quality** - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- **Dependability** - Follows instructions; responds to management direction; takes responsibility for own actions.
- **Initiative** - Asks for and offers help when needed. Undertakes self-development activities.

REQUIRED CRITICAL SKILLS, TRAINING AND EDUCATION

- High school diploma or GED.
- Previous experience volunteering in a church environment (minimum of 1 year).
- Proficient in Microsoft Office applications.
- Previous experience working in a customer service position (minimum of 1 year).
- Comfortable with public speaking and exhibit excellent oral and written skills.
- Agrees and aligns with the vision, values, and doctrinal *Statement of Beliefs* of Rock Point Church. (<http://rockpointchurch.com/statement-of-beliefs/>)

PREFERRED REQUIREMENTS

- Experience with Church Community Builder database.
- Experience managing a volunteer team (minimum of 1 year).
- Experience working in a church environment (minimum of 1 year).

PHYSICAL REQUIREMENTS

- While performing the duties of this job, the employee is regularly required to stand and walk and will occasionally be required to do some light lifting (up to 20 pounds).

PERSONAL LIFE REQUIREMENTS (POST HIRE)

- Model biblical understanding and maintain a consistent personal devotional life;
- Model biblical commitment and become a covenant member of Rock Point Church (exceptions allowed on a case by case basis with Lead Team approval);
- Model biblical family life before the body and regularly attend worship service with your family;
- Model biblical integrity and conduct personal life in a manner consistent with RPC core values;
- Model biblical community; and
- Model biblical generosity and financially support Rock Point Church.