



Volunteer Manager Job Description

About CORRAL

CORRAL is a faith-motivated nonprofit that equips adolescent girls in high-risk situations through a long-term, holistic program of equine therapy and education to prepare each girl and her community with skills, resources, and opportunities so that she can gain access to a bright future.

CORRAL Core Values

- Faith & Choice
- Relationships-First & Community
- High Expectations & Accountability
- Safety & Risk-taking
- Innovation & Grit
- Grace & Learning

CORRAL is committed to creating a diverse environment and is proud to be an equal opportunity employer. Diversity is more than a commitment at CORRAL—it is the foundation of what we do. We are fully focused on equity and justice. All qualified applicants are encouraged to apply.

Job Brief:

This role will support both CORRAL's Southeast Raleigh and Kildaire Farm Campuses to manage our most important commodity, our champions. Your work must compel others to join in and support CORRAL's mission, so that we can continue the growth and stability of our first plant location by maintaining and cultivating support moving forward. You will host Community Service Days, speaking engagements, and lead volunteer trainings and manage the digital journey of volunteers that connect to our mission. This role reports to the Sr. Engagement & Development Manager at Kildaire Farm, but will also collaborate with the Managing Director of the Southeast Raleigh campus in efforts to grow their community.

The CORRAL team is big on collaboration, so you must have an ability to demonstrate positive team interactions with other staff members. As a Manager, you will manage interns, committees, and volunteers to ensure the timely completion of all related projects.

Contrastly, CORRAL is a passionate and innovative work-place where we get things done. The successful candidate is a dynamic and driven professional who doesn't mind wearing a lot of hats and thrives working independently with minimal supervision. The key to both of these areas is the aptitude to understand and discern the difference between the two and know when to effectively implement teamwork and independent work to be successful in the role.

We are looking for a candidate who possesses a high level of professionalism and strong business and interpersonal skills. This role also handles a wide range of administrative and executive support related tasks that support champion management for two locations (Southeast Raleigh and Cary). Must be well organized, flexible and enjoy the administrative challenges of supporting an office of diverse departments.

Responsibilities

Champion Development - Managing our Volunteer Program

- Serves as the primary point of contact for all requests to volunteer/collaborate including, telephone, voice mail, email, and written requests, and ensure a timely response.
- Responsible for the implementation of our Volunteer Program policies and procedures. Management of our database is a requirement for the position.
- Conducts monthly volunteer orientations to guide new volunteer leaders through orientation and a training process to being connected to a team.
- Collaborates with the Marketing Manager and Community Relations Manager for support on champion communication.
- Collaborate with the Community Relations Manager to support and execute special community events, farm onsite and offsite events like Community Volunteer workdays, P-level events and/or tours, community vendor tables, etc. for fundraising, champion building and community engagement.
- Canvas the community to seek to build diversity with community partners and champions for both farm locations.
- Develops and maintains strong, positive relationships with collaborative partners ensuring that mutually-agreed upon expectations are being met.

Process Management

- Coordinates volunteer needs with managers and organizational needs as directed from the leadership team and sets plans in order to communicate this information to the volunteers.
- Maintains email and phone contact with CORRAL volunteers and oversees a volunteer or intern to manage the volunteer email inbox.
- Lead monthly volunteer team meetings (after trained and onboarded)
- Participates and/or leads volunteer team meetings as appropriate to maintain consistency among volunteer teams.
- Manages the champion profiles, volunteer hours and accuracy in Salesfore.com (hereafter, "CRM").
- Follows up with champions after events, P-Level events and volunteer orientation to get them plugged into "the CORRAL cause" utilizing CRM.
- Writes Thank You notes or (oversees a volunteer to get this work done) when needed (for volunteering, donations, etc).
- Develops and maintains complete and accurate records including volunteer policies, procedures, position descriptions, standards of conduct and, where applicable, criminal

background checks, necessary reference checks, and other pertinent documentation for volunteers depending on their role.

- Develops and provides to management monthly and annual reports on all individual and group volunteer activities to include number of volunteers, number of hours, and in-kind contribution value of service.
- Ensures data accuracy of our CRM Database eliminating potential duplication of records (or oversees this work to be done by a volunteer or intern.)
- Supports the Corporate team: maintaining schedule, responding to emails, screening phone calls, initiating projects, administrative needs and attending weekly CT meetings.

Skills Requirements:

- A bachelor degree or equivalent experience
- Personal commitment to and knowledge of diversity, inclusion and racial equity for people of color and marginalized communities with a solid commitment to ensuring diversity within the CORRAL's volunteer force. Knowledge is a plus. Commitment is a must!
- Personal qualities of integrity, credibility, and dedication to the mission of CORRAL.
- Experience using Salesforce or similar CRM
- Two or more years of experience in office administration and/or management
- Two or more years of experience in volunteer management
- High proficiency in Google Suites platform including, but not limited to email, sheets, slides, docs, drive etc. Knowledge of Microsoft Suites is transferable.
- People Person - relates well with all types of people, attentive and active listener; patience to hear others out and build rapport with dignity and tact. Is able to represent our organization well.
- Experience in sustaining and creating strong strategic partnerships
- Excellent written and verbal communication skills, including public speaking/presentation skills along with interpersonal communications.

Skills Preferred:

- Experience managing others (will manage interns and volunteers)
- Bilingual (Spanish)
- Experience in Nonprofit sector
- Sales experience and acumen

Key Performance Indicators

The Numbers That Count: (*These numbers change annually to allow for growth of the organization.*)

- Champion Retention: Ensuring more than 215 of volunteer return from prior year
- Champion Acquisition: Gain 100 new volunteers for this Fiscal Year
- Champion Growth: Grow the number of volunteers to a minimum of 313 total volunteers.
- Champions Giving: Convert more than 35% of volunteers to donors
- Farm Day Conversions: at least 50% of leads convert to champions
- Volunteer Orientation Conversions: at least 50% of volunteers that attend the orientation will become involved on a team
- Monitor Volunteer Management for all teams overall (director roll-up)

- 10% of volunteers are S-Level
- 35% of volunteers are E-Level
- New volunteers will mirror Wake County's demographics profile:
 - 59% White
 - 14% Black
 - 9% Latino

The Behaviors That Count:

- Consistently displaying CORRAL's core values
- Developing proficiency with the job description within one year
- Completing quarterly rocks assigned

Terms of Employment: Full Time Salaried Position. Typical hours fall within Monday-Friday 9:00am - 5:00pm and 8:00 a.m. - 1:00 p.m. two to three Saturdays per month for volunteer or P-Level events and/or special events. (Saturdays hours may be flexed within that week.) Some evening hours are required for volunteer team meetings, typically once or twice per month.

Salary Range: \$45,000 - \$52,000

Benefits: CORRAL offers a flexible paid-time-off policy which includes vacation, personal, and sick leave. Paid-time-off will accrue annually (starting at the beginning of our fiscal year (July 1st) at the rate of 20 paid days off per year. CORRAL Riding Academy also observes and offers 11 paid holidays throughout the calendar year.

Additionally, CORRAL offers health, eye and dental benefits with partial employer contribution. You will have the opportunity to elect into these health care benefits after a required waiting period (60 days).

To Apply: To apply, send your resume and cover letter to jobs@corralriding.org. Applications will be accepted and reviewed on an ongoing basis until the right candidate is selected.

Employment with CORRAL will be on an at-will basis, which means you and the company are free to terminate the employment relationship at any time for any reason. Your performance will be evaluated after 30 days of employment, again at 60 days and then at the end of 90 days.

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