



pasadena humane society & spca

Director of Volunteer Services

FLSA Classification

Full Time, Exempt

REPORTS TO: Vice President of Communications

DIVISION: Communications

DEPARTMENT: Volunteer Services

JOB DESCRIPTION

SUMMARY/OBJECTIVE

Manage volunteers to assist with the delivery of the organization's programs and services. Must supervise volunteers directly and provide guidance as well as support. Provide resources and tools to staff who supervise volunteers.

SUPERVISORY RESPONSIBILITIES: Volunteer Associate, Volunteers

JOB DUTIES AND RESPONSIBILITIES

- Develop and manage the volunteer program and staff. Recruit, train, schedule, evaluate and retain volunteers for PHS programs.
- Develop and create new volunteer opportunities and evaluate existing opportunities that correspond with the organization's programs and needs.
- Work with fellow staff to develop training programs, policy and procedures for departmental volunteer programs.
- Identify and address challenges.
- Ensure adherence to PHS policies and protocols.
- Oversee goals, objectives, process development and implementation.
- Assist with the creation of the handbook, job descriptions and training of new volunteers. Work with staff to develop and administer training.
- Respond to in person, telephone, email and web communications from both prospective and active volunteers.
- Provide recognition, feedback, direction and structure to volunteers.
- Maintain volunteer computer records, contact information, schedules and hours worked.
- Create and analyze reports as required. Maintain accurate records to ensure information is highlighted in the system.
- Create and manage budget allocations, fund balances, inventory and financial activities as it relates to the department goals.
- Ensure a positive, educational approach to customer service with a goal of educating the public and keeping animals in homes as appropriate. Promote positive relations with the general public, volunteers and staff while promoting the Society's programs, policies and philosophies. Address customer complaints.



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- Uphold Pasadena Humane Society's mission and contribute to building a culture of philanthropy.
- Ensure a safe working environment and actively participate in PHS safety programs.
- Participate as needed in special department projects.
- Work as a team member with other departmental managers.
- Represent PHS at outside meetings, act as a liaison with other organizations and contractors/partners as needed. Make presentations and speak publically about PHS.
- Perform other duties as assigned.

REQUIREMENTS AND QUALIFICATIONS

- Must interact positively with supervisor, management, coworkers, volunteers, and the public to promote a team effort and maintain a positive and professional approach.
- Must come to work regularly and on time, follow directions, take criticism, get along with coworkers and supervisors, treat coworkers, supervisory staff, members and guests with respect, courtesy, and refrain from abusive, insubordinate and/or violent behavior.
- Must be able to work independently with minimal supervision.
- Must have valid driver's license with a satisfactory driving record.

SKILLS AND QUALIFICATIONS

- Experienced manager with a minimum of three years in program development.
- Bachelor's degree required, a focus on Social Sciences, Volunteer Services or Human Resources preferred.
- Well-developed interpersonal, public speaking, written and program development skills.
- Excellent communication and management skills and proven organizational ability.
- High competency in computer applications, including the shelter system, Microsoft suite and email.
- Strong sense of professional judgment and ability to maintain confidentiality.

WORK SCHEDULE

- Must come to work regularly and on time. Must be available for early hours. Must be able to work early hours according to the needs of the department schedule, including weekends and holidays.



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WORKING CONDITIONS

- Fast-paced environment. Employees are exposed to numerous animals (live and deceased), including those with uncertain dispositions. They are required to act in a safe and responsible manner.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl; talk or hear and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

The Pasadena Humane Society and SPCA is an Equal Opportunity Employer. It is our policy not to engage in discrimination against any individual, or harassment of any person seeking employment with our organization on the basis of race, color, national origin, religion, sex, gender identity, pregnancy, physical or mental disability, medical condition, ancestry, marital status, age, sexual orientation, citizenship, genetic information or status as a covered veteran including those with criminal histories, in a manner consistent with the requirements of applicable state and local laws. This policy applies to all employment practices, including recruitment, selection, promotion, transfer, merit increase, salary, training and development, demotion, and separation. This policy is intended to be consistent with the provisions of applicable State and Federal laws. Federal law requires proof of citizenship or "alien right-to-work" status. PHS maintains a drug-free workplace and performs pre-employment substance abuse testing.