



Director of Volunteer Management

The **Director of Volunteer Management** is responsible for developing and implementing a plan to drive volunteer recruitment and engagement. This role reports directly to the VP of Membership Relations and oversees several volunteers: Associate Director, Volunteer Management, Event Volunteer Coordinator, Volunteer Appreciation Manager, as well as several volunteers that serve as “Sherpas”. The ideal candidate has the ability to lead a team to develop and implement a process to match candidate qualifications with organization needs. The ability to approach strangers with sociability and relatability is also key to this role.

Main Responsibilities for the Director of Volunteer Management:

- Recruit, qualify and match volunteers to fill the needs of AMA Chicago chapter committees, projects and events
- Improve membership retention through ongoing communications (in coordination with Communications Committee and Membership Directors), developing materials and campaigns to promote member value specifically related to benefits of volunteering
- Plan and run annual volunteer appreciation event
- Develop and implement volunteer recognition program
- Develop and manage ongoing “Sherpa” program as a way of professionally qualifying volunteer candidates and placing them in appropriate role
- Work closely with other Membership Directors to insure coordinated efforts that drive member value and engagement, to achieve Membership objectives
- Assume responsibilities common to all officers and directors of the board

Top Three Requirements for the Director of Volunteer Management:

- Overall human resource or recruiting experience with a background and/or keen interest in marketing or business development
- Strong leadership and communication skills
- Ability to work cross-functionally – coordinating initiatives across the AMA Chicago Board and with other membership sub-committees

Time Commitment:

- 2-5 hours a week
- Attend monthly committee meetings
- Attend monthly board meetings and some events.