



Volunteer Services Manager

The National Western Stock Show is seeking a Volunteer Services Manager to oversee the NWSS Volunteer Program in its entirety and work to grow the program in years to come.

Overview

As the Volunteer Services Manager, you will be responsible for the administration of National Western's entire volunteer program, including recruiting, onboarding & training, volunteer placement/scheduling, event planning, service tracking, and reporting. The Volunteer Services Manager will utilize a Volunteer Committee consisting of Area Liaisons and Assistant Liaisons to oversee 900+ volunteers annually, and will regularly represent the National Western Stock Show while working with a multitude of individuals and community associations in support of the organization's vision and mission.

The ideal candidate will have previous experience managing or coordinating volunteer programs, preferably for a non-profit or publicly funded organization. Candidates should have a passion for and working knowledge of agriculture, education, and/or customer service. To be successful in this role, candidates will need to be comfortable leading large teams of people, have a strong work ethic, and be capable of managing multiple priorities on competing deadlines.

Reports to: Vice President, Livestock & Operations

Roles & Responsibilities

- Recruits, interviews, and selects volunteers. Gathers information about each volunteer's skills, abilities, and goals; utilizes this information to determine appropriate placement options and opportunities for advancement (as available and appropriate).
- Oversees the onboarding and necessary training of new and returning volunteers.
- Works with Department Heads to determine volunteer functions, needs, and scheduling. Communicates needs to Volunteer Committee and works with Liaisons and Assistant Liaisons to fill available roles.
- Assigns volunteers to departments, supervisors, and/or mentors. Oversees the scheduling of all volunteers through Volunteer Management Software, Volgistics.
- Regularly communicates with volunteers, utilizing email, newsletters, and meetings as necessary. Ensures all volunteers are aware of upcoming important dates and deadlines as well as placement or scheduling requirements.
- Frequently checks in with volunteers to ensure placement is a good fit and overall satisfaction with program. Works with volunteers and volunteer supervisors to identify and resolve any barriers to success.
- Maintains all files for volunteer program, including applications, volunteer records, department needs, and survey results.
- Plans volunteer events throughout the year, including the annual Kick-Off Event, volunteer appreciation & recognition events, and onboarding & info meetings.
- Designs volunteer surveys on a variety of topics, including skills/abilities, preferences, and satisfaction with the program. Collects responses and conducts data analyses; recommends changes to Senior Leadership as needed.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Skills & Abilities

- Must have previous experience working with volunteer programs, preferably in a managerial or administrative role.
- Must have a working knowledge of or familiarity with agriculture, educational programs, and/or customer service.
- Must have previous experience with leading teams (preferably large teams). Previous experience with or working knowledge of human resource functions/best practices strongly preferred.
- Bachelor's degree required.
- Excellent verbal and written communication skills with exceptional attention to detail is a must.
- Candidate should exhibit strong organizational, time management, and customer service skills; must be capable of managing schedules, working under deadlines, and working with the NWSS team as a whole.
- Must be able to work independently as well as part of a team.
- Must have quality people skills, as well as the ability to maintain a positive attitude at all times.
- Must have a passion for the agricultural industry and the important work it does. Familiarity with the National Western Stock Show (especially our Volunteer Program) is strongly preferred.
- Must possess a valid Driver's License, have a clean motor vehicle record, and be able to pass a pre-employment drug test.

Physical Demands

National Western Complex is a multi-purpose indoor and outdoor commercial and agricultural complex where dusty conditions and animals may exist. While performing the duties of this job, work is performed both indoors and outside in all weather conditions, including extreme cold, snow, wind, and rain, as well as on varied surfaces. Our employees must be able to work indoors and outdoors with regular and prolonged exposure to extreme temperatures, must be comfortable working at heights and be able to work around moving machinery and equipment.

In this role, incumbent will experience prolonged periods of sitting at a desk and working on a computer. Incumbent must be able to lift 15 pounds and access/navigate the National Western Complex in its entirety, with or without reasonable accommodation.

Scheduling Requirements

While the schedule for this position is primarily Monday-Friday 8:00am to 5:00pm, there will be certain occasions in which early morning, late evening, weekend, or holiday availability will be required to perform the essential functions of this position. This includes regularly scheduled committee and volunteer meetings, which are typically scheduled in the evening to ensure volunteers with typical work schedules can be in attendance.

Like almost all NWSS team members, this position will need to be on-site every day during Stock Show, typically for 12-16 hours at a time.

Compensation & Benefits

- This is a full-time, salaried/exempt position.
- Compensation will range from \$65,000 to \$70,000 annually, dependent on relevant experience.
- Full-time employees qualify for partial paid Medical, Dental, Vision, and life for employee; family coverage is available at group rates.
- Voluntary benefits including Accident, Critical Illness, Short-Term Disability, Hospital Indemnity, and pet insurance available at discounted rates.
- 100% paid Long-Term Disability.
- Paid sick leave and vacation time.
- Upon meeting plan qualifications, a competitive 401(k) retirement plan is available with up to 7% in employer contributions.

WSSA/NWSS is a drug & alcohol-free employer with a zero-tolerance drug policy.

WSSA/NWSS is an equal opportunity employer and values diversity.

All offers are contingent on the successful completion of a criminal background check and pre-employment drug test.

Questions? Call our HR Team at (303) 299-5501 or email hr@nationalwestern.com

Date Posted: _____

Date Closed: _____



Volunteer Services Manager

Anticipated Job Posting Close Date

06/30/2024; open until filled.

How to apply:

- Scan the QR code.
- Text **12YL** to **31063**.
- Visit our website: www.nationalwestern.com/about/join-our-team/
- Visit our office – 4695 Franklin Street, Denver CO 80216.



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