

Position: Manager of Community Engagement
Reports to: Director of Operations
Position type: Full-Time Exempt

About MANNA:

MANNA (Metropolitan Area Neighborhood Nutrition Alliance) uses nutrition to improve health for people with serious illnesses who need nourishment to heal. By providing medically tailored meals and nutrition education, we empower people to improve their health and quality of life. MANNA serves more than 1,200 clients and prepares over 3,300 meals a day. We provide 100% complete, home-delivered nutrition for our clients living with diseases such as cancer, diabetes, and HIV/AIDS. MANNA's volunteers comprise over 90% of the agency's workforce.

Summary of Position

This position is a leadership role in the Volunteer Department. Under the supervision of the Director of Operations, develop and maintain the volunteer resources needed to support the daily operations of MANNA's dynamic kitchen and increasing client base. The Manager of Community Engagement directly supervises two Community Engagement Associates (the Volunteer Team) who help support the activities of over 6,000 volunteers a year and provide them with opportunities, both in groups and as individuals to contribute to the mission of MANNA.

Essential Responsibilities

- Ensure consistent level of volunteer staffing in the Kitchen and Distribution to maintain smooth functioning of MANNA's operations.
 - Responsible for recruiting, scheduling, and coordinating individuals and groups of volunteers to support everyday operations as well as special projects.
 - Develop and maintain strong community relations, especially with MANNA's corporate partners. Work with MANNA's Director of External Affairs to promote and engage corporate groups in sponsorship opportunities.
- Develop and implement outreach & recruitment strategy to ensure the long-term success of MANNA's volunteer program.
 - Recruit and coordinate volunteers to represent MANNA to the community through tabling and/or presentations at community events, volunteer fairs and other opportunities.
- Maintain and update MANNA's volunteer database (VolunteerHub). Obtain, track, and report volunteer hours and utilize volunteer data to inform strategic decisions.
- Create and conduct volunteer satisfaction surveys.
- Oversee all of MANNA's volunteer communications: social media, weekly newsletter, promotional materials, etc.
- Supervise and lead two Community Engagement Associates who assist in the daily operation of MANNA's volunteers:
 - Ensure consistent level of individual and group volunteer staffing to maintain smooth functioning of MANNA operations.
 - Schedule and present regular orientations for prospective volunteers.
 - Maintain and update volunteer management databases as needed.
 - Maintain volunteer lounge – ensuring the room is fully always stocked and clean.
 - Assist volunteers with registration and check-in process.
 - Serve as on-site point of contact for all volunteers.
 - Make follow-up calls and send emails for shift confirmations.
 - Other duties as assigned.

Qualifications:

- You have at least one year of direct volunteer engagement experience and at least one year of management/supervisory experience.
- You demonstrate solid problem solving and time management skills.
- You are organized and demonstrate keen attention to detail.
- You like working with a diverse group of people.
- You are patient, exhibit emotional intelligence and work well under pressure.
- You can think on your feet. When things change, you know how to roll with the punches.
- You can relate effectively to broadest diversity of volunteers and potential volunteers with compassion and kindness.
- You have excellent public speaking and interpersonal skills.
- You can work independently and in a team environment.
- You have strong oral and written communication skills.
- You have strong computer skills:
 - Required: Microsoft Office Suite (Word, Excel, and Outlook), internet and electronic communications, social media savvy. Working knowledge of Salesforce and VolunteerHub a plus.
- You can work in a physically demanding job for long hours on occasion.
- You can lift to 30 lbs. regularly.
- You have a valid Driver's License.
- You must pass a pre-employment background check and drug screening.

MANNA does not offer work from home. Nights and weekends will be required as needed.

Salary: \$44,000 – \$47,000/year

Benefits: Health insurance, FSA, Pre-tax Commuter Spending Account, Life insurance, Disability insurance, 401(k) plan with match, PTO up to 12 days in year one plus 5 sick days, 9 paid holidays plus one 'floating' holiday per year

Start Date: Immediately

To Apply: Send resume and cover letter to: Emily Pagán, Senior Human Resources Generalist, at EPagan@mannapa.org.