**Humane Society of Broward County**  
**Director of Volunteer Services Job Description**

**Job Title:** Director of Volunteer Services  
**Department:** 600-Volunteer Services  
**Reports to:** SVP of Administrative Services/CFO  
**FLSA Status:** Exempt  
**Revision Date:** 3/2016

**JOB SUMMARY**

Manages and directs a volunteer program which provides the public with opportunities to volunteer their services to the HSBC enabling it to meet its mission and goals.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

**ADMINISTRATION**

- Prepares preliminary departmental budget.
- Adheres to the departments financial goals.
- Attends managerial and Board meetings as needed.
- Attends professional association meetings.

**VOLUNTEER SERVICES**

- Recruits, interviews and places volunteers in positions and informs department and/or program manager of new recruit.
- Oversees all aspects of managing volunteer records.
- Maintains the volunteer database.

Coordinates the departmental activities by:

- Providing short-range and long-range goals and objectives for the volunteer department.
- Preparing and adhering to annual department budget.

Communicates to volunteers, staff and the public by:

- Assisting in community relations by attending speaking engagements and workshops.
- Attending Operations Committee.
- Organizing annual recognition event during National Volunteer Week
- Fostering volunteer-staff partnership team spirit through Volunteer Focus Groups, Staff In-Service and Department meetings.
- Publishing the Volunteer Newsletter.

**SUPERVISORY RESPONSIBILITIES**

- Directly recruited, interviews, selects, motivates and assigns the volunteers within HSBC.
- Carries out management responsibilities in accordance with HSBC’s policies and applicable laws.
- Administers volunteer counseling, disciplinary actions, terminations and leave requests on an ongoing basis.
- Provides educational orientations to possible new volunteers and provides refresher orientations after 3 years of service.
- Provides leadership to resolve disputes and mediates complaints at the lowest possible level.
NON-ESSENTIAL DUTIES

- Performs related work as required and as assigned.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ABILITIES:
- Ability to read and interpret documents such as safety rules, warning labels, product instructions, operating instructions and procedure manuals.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to process complex verbal and written instructions and translate them into a series of logical problem solving steps.
- Ability to perform mathematical functions including the ability to understand and use units of measurement and budgets.
- Ability to communicate effectively verbally and in writing.
- Ability to have close contact with domesticated animals.
- Ability to fluently speak, write and understand English.
- Ability to keep accurate and detailed records.
- Ability to write legibly on HSBC forms, reports and documents.
- Ability to adhere to disease management and safety protocols.
- Ability to supervise, train and organize volunteer staff.
- Ability to identify, develop and coordinate effective HSBC volunteer opportunities and programs for departments and volunteers.
- Ability to facilitate interest in HSBC and volunteer opportunities.
- Ability to represent HSBC and volunteer opportunities to a variety of civic groups, the general public, schools, and other related organizations.
- Ability to answer all questions effectively and in a pleasant manner.
- Ability to communicate effectively with the public and to a variety of audiences effectively.
- Ability to work in a team oriented environment that is frequently changing environment.
- Ability to work under stress during crisis or disaster situations.
- Ability to work varied hours/days, including nights, weekends, and holidays, as needed.
- Ability to operate a desktop PC, 10 key calculator and related peripheral computer equipment.
- Ability to establish and maintain effective working relationships with employees and volunteers of diverse background and cultures regardless of race, religion, sex, sexual orientation, disability or political affiliation.
- Ability to develop a team, motivate a team and to use sound judgment when providing guidance to staff and volunteers.
- Ability to provide and support the HSBC vision and direction.

PHYSICAL DEMANDS

- While performing the duties of this Job, the employee may be required to sit for long periods of time.
- While performing the duties of this Job, the employee must be able to use hands to finger, handle, or feel objects; reach with hands and arms; and talk and hear for extended period of times.
- The employee must occasionally lift and/or move up to 25 pounds.
- The employee must be able to place and retrieve information in and from file cabinets.
- The employee must be able to utilize phone system, 10-key calculator, copier, scanner, desktop PC and related peripheral computer equipment.
- Specific vision abilities required by this Job include close vision and the ability to adjust focus.
- While performing the duties of this Job, the employee must be able to bend and use legs, arm and back muscles without discomfort.
- While performing the duties of this Job, the employee is regularly exposed to and comes in close contact with domestic animals; therefore, the employee cannot be allergic to these animals.
- The employee is required to adhere to company personal appearance policy and wear supplied uniform shirts/jackets when required.
- The employee may be required to work extended hours during volunteer events, company-defined crisis or disaster situations.
- The employees must be able to perform duties of this Job with the expectation of working varied hours/days, including nights, weekends, and holidays, as needed.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the
essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this Job, the employee will be exposed to a variety of animals with different temperaments and health conditions which may put them at risk for injuries, bites or scratches.
- Clerical aspects of job are performed in office setting; however, at the main facility the employee may also work in kennels, cat areas, examination, training areas, and throughout the shelter and will have some exposure to wet or humid conditions (non-weather) while in the kennel areas.
- Job will occasionally require work to be performed outdoors.
- The noise level in the work environment varies from a low to moderate levels.
- While performing the duties of this Job, work is performed constantly in an animal shelter that operates seven days per week with exposure to animals, including some with questionable health and temperament concerns, high noise levels, zoonotic diseases, and cleaning agents.
- While performing the duties of this Job, the employee may occasionally be required to position self to handle animals of all sizes in a variety of areas and positions (low cages, high cages, on tables, on the floor, in vehicles, etc.).

EDUCATION, EXPERIENCE, and TRAINING

- Bachelor’s degree in Business Management, Public Relations, Public Administration, Non-Profit Management, Communications or related field. (Professional level work experience may substitute for bachelor degree requirement. One year of professional level work experience may be substituted for each year of required education, up to a maximum substitution of four years. A High School Diploma or GED is required when substituting professional level work experience for the Bachelor degree requirement.)
- Advanced degree in Non-Profit Management preferred.
- Minimum two years experience in a similar capacity with an active volunteer base of at least one hundred volunteers.
- Supervisory experience within an animal shelter environment or non-profit organization preferred.
- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources, leadership technique, production methods, and coordination of people, projects and resources.
- Experience with Windows-based donor / volunteer database software.
- Intermediate to Advanced Microsoft Office Suite computer skills.
- Demonstrated ability to present effective and compelling messages to individuals, groups and the public.
- Possess a valid FL driver’s license with a good driving record.

Note: Management has the right to assign or reassign duties and responsibilities to this Job at any time. Critical features of this Job are described under various headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. The above statements are strictly intended to describe the general nature and level of the work being performed. They are not intended to be construed as a complete list of all responsibilities, duties, and skills required of employees in this position. This job description does not create an employment contract, implied or otherwise, other than an "at will" relationship.

I HEREBY ACKNOWLEDGE THIS FORM HAS BEEN PRESENTED TO ME BY MY SUPERVISOR AND I HAVE READ AND UNDERSTAND THE DUTIES OF MY POSITION:

EMPLOYEE:

Print Name: ________________________________ Date: ________________________________

Signature: ________________________________

SUPERVISOR:

Print Name: ________________________________ Date: ________________________________

Signature: ________________________________

Humane Society of Broward County is a Drug-Free Workplace