



**GILDA'S  
CLUB  
GRAND  
RAPIDS**

An Affiliate of the  
**CANCER SUPPORT COMMUNITY**

# Volunteer Manager

## Position Summary:

The **Volunteer Manager** is a full-time (35-40 hrs/week), exempt position, responsible for managing the daily operations of the volunteer program, including recruitment, training and scheduling of individual and group volunteers. The Volunteer Manager works closely with the Program Team in ensuring fulfillment and support of volunteer roles, and with the Fund Development department to coordinate visitor groups, support special events and assist with other projects as needed.

Like paid staff, volunteers are a human resource which is deployed and leveraged in support of the entire organization. The Volunteer Manager is often the first contact for an individual, family or organization with Gilda's Club. This position is instrumental in ensuring a warm, welcoming, and engaging experience is provided to those that choose to give to us their time, talent, and resources through volunteering for Gilda's Club and/or LaughFest. This position helps "match" talent, need and opportunities in a manner that supports the mission and operations of the organization, while providing a rewarding experience for volunteers.

## Minimum Job Requirements:

- Bachelor's Degree, minimum
- Minimum of 3 to 4 years' experience in volunteer program management, fundraising and/or like non-profit work experience preferred.
- Experience building relationships with individuals, organizations, and businesses.
- Strong people, leadership, listening and verbal/written communication skills required.
- People/team orientation and outstanding ability to connect with others, convey sensitivity, and show empathy, compassion, warmth, and grace.
- Ability to think strategically about volunteer linkages to development.

## Personal Characteristics Required:

- Hard, energetic worker who is organized, detail oriented and able to multitask.
- Motivated self-starter of integrity who is committed to service and excellence.
- Team player who is positive, flexible, and able to compliment the team of staff and volunteers currently in place.
- Emotionally mature and self-confident, with sound judgment and a sense of humor.
- Possesses compassion for people living with cancer or grief and has the capacity to discuss cancer and grief as a part of life either with members and/or volunteers.

**GRAND RAPIDS  
CLUBHOUSE**  
1806 Bridge St. NW  
Grand Rapids, MI 49504

**LOWELL CLUBHOUSE**  
865 Lincoln Lake Ave. SE  
Lowell, MI 49331

**IN THIS TOGETHER.  
LEARN. SHARE. LAUGH.**  
616.453.8300  
gildasclubgr.org  
info@gildasclubgr.org



An Affiliate of the  
**CANCER SUPPORT COMMUNITY**

**Physical and Mental Requirements include being able to:**

- Lift up to 30-35 pounds and help carry, move, and re-arrange furniture with ease as needed.
- Assist with general maintenance items like hauling garbage to the dumpster, removing bags of beverage cans, dusting, etc.
- Use hands to type reports as needed on the computer and speak on the telephone.
- Show proof of a valid vehicle license.
- Successfully handle the social and emotional demands of the job.

**GRAND RAPIDS  
CLUBHOUSE**  
1806 Bridge St. NW  
Grand Rapids, MI 49504

**LOWELL CLUBHOUSE**  
865 Lincoln Lake Ave. SE  
Lowell, MI 49331

**IN THIS TOGETHER.  
LEARN. SHARE. LAUGH.**  
616.453.8300  
gildasclubgr.org  
info@gildasclubgr.org