



## JOB DESCRIPTION

**Job Title:** Volunteer & Programs Manager  
**Supervised by:** Director of Operations  
**Status:** Full Time, Non-exempt

### Organization

Friends for Animals of Metro Detroit (FAMD) is dedicated to the rescue, protection, and adoption of companion animals in need while inspiring the human-animal bond.

### As animal advocates, we are committed to:

- Saving 100% of healthy and treatable animals.
- Providing high-quality animal care and adoption services.
- Delivering innovative outreach programs and activities that promote education.
- Promoting animal welfare legislation.
- Embracing environmental responsibility with earth-friendly practices and facilities.

### Summary

The Volunteer & Programs Manager is responsible for overseeing, training and supporting shelter volunteers, and managing the shelter's community education programs. Working closely with the Director of Operations, the Volunteer & Program Manager will train new volunteers, assist with regular volunteer communication, and help to recruit volunteers for key positions. Working closely with shelter staff and corporate partners, this position will handle scheduling, marketing, volunteer recruitment, animal lists and contracts, and loading and setting up supplies. This position will oversee FAMD's outreach programs, such as Read to Rover and our youth education workshops. This involves developing content, marketing, preparing materials, teaching workshops, and hosting events. Data tracking is an important role of this position to measure the impact of FAMD'S outreach. Data tracking includes monthly tracking of Board volunteer hours, volunteer retention, educational participants, etc. The Volunteer and Programs Manager will be working with people from different cultures, socio-economic backgrounds, and skill levels. The responsibility of this position requires to work both independently and in a team environment.

### Essential Job Functions

The successful candidate will have:

- Excellent interpersonal and organizational skills.
- Demonstrated ability to manage people and effectively problem solve.
- Good oral and written communication and presentation skills.

- Good computer skills, including knowledge of Microsoft Word and Excel, Google docs, and proficient in the use of e-mail and the internet. Knowledge of Adobe Creative Suite a plus.
- The ability to be trained on new computer programs such as Volgistics, our volunteer management database, and Animal Shelter Manager, the shelter's animal management database.
- Good decision-making skills in approving and/or declining adoptions if necessary, and properly completing and managing required adoption forms.
- Ability to provide excellent customer service at all times.
- Follows all FAMD policies and procedures.
- Performs additional task as required.

### **Experience**

Experience in volunteer management and events. Animal welfare is a plus.

### **License and Certifications**

Valid driver's license required. You must also be comfortable driving and parking large commercial vans.

### **Special Requirements**

None

### **Physical Demands**

The work is performed in an office, shelter, store, and outdoor surroundings. Typical positions require workers to walk or stand for long periods; regularly lift and carry up to 50 lbs.; climb stairs, bend, reach, hold, grasp and turn objects; and use fingers to operate computer or typewriter keyboards. The work requires the ability to speak normally and to use normal or aided vision and hearing.

### **Other Factors**

- Work is subject to frequent interruptions.
- Work schedule is flexible and will depend on our volunteer training and offsite adoption event schedules.
- Employee is subject to work weekends, holidays and beyond normal scheduled hours.
- Employee is subject to work outside in a variety of weather conditions.

### **Supervises**

Volunteers.