



Volunteer Program Manager

Warrior Canine Connection – Boyds, MD

Warrior Canine Connection has an immediate opening for Volunteer Program Manager at our Boyds, Maryland Healing Quarters location. If you are a passionate about working with volunteers and have great people skills, this just might be your dream job!

Warrior Canine Connection is a nonprofit organization with a unique and highly effective service dog training model we call Mission Based Trauma Recovery. In short, active duty Service Members and Military Veterans with combat related stress are engaged to help us train Golden Retrievers and Labradors to be service dogs. By learning to train service dogs, these Warrior Trainers are given a chance to develop practical skills such as patience, positive reinforcement, emotional regulation, and effective communication skills, while simultaneously helping to prepare the dog to assist a fellow injured Veteran in the future. Our service dogs learn up to 90 commands during a comprehensive, two-year training process. After those two years of training, the dogs are professionally matched with a disabled Veteran who has mobility impairments or psychological injuries.

The Volunteer Program Manager is responsible for the management and coordination of all WCC volunteer programs within the organization. You will work to bridge the gap between Warrior Canine Connection and the community. This position is responsible for the day-to-day management and coordination of all WCC community outreach volunteer programs within the organization. This position supports relationships with businesses, individuals, and organizations interested in supporting WCC through their contribution of time and expertise. This position works cross-functionally to support various departments within the organization.

This is a full-time position with occasional weekend/evening hours.

This is a job that will truly make a difference in the world, and in the lives of the individual Veterans and Service Members we work with every day.

What the job involves:

- Recruitment of new volunteers for multiple departments at all WCC program sites
- Develop and maintain volunteer databases in Salesforce CRM.
- Manage volunteer committees and volunteer coordination, including but not limited to, staffing, recruitment, supervision, training and acknowledgement.
- Responsible for data related to volunteer KPIs, as assigned, in conjunction with overall WCC KPI reporting efforts.
- Maintain a roster of all volunteers in Salesforce. Track and prepare reports regarding individual and group volunteer hours of service.
- Respond to general e-mail and phone inquiries to provide volunteer program information and application process.
- Maintain volunteer databases and scheduling platforms housed in Salesforce and on other cloud-based platforms.
- Support WCC staff to develop and implement Volunteer Orientation and Training programs to support their areas.
- Oversee and support other WCC staff members who will provide direct supervision for volunteers.
- Responsible for the development and fulfillment of the volunteer program budget.
- Develop key relationships within the community to expand reach of the Puppy Parent Program •
- Engaging with community members, leaders, and organizations to establish connections and build trust. This involves attending community events, meetings, and forums to understand the community's and how they can engage with our mission
- Provide onsite supervision for volunteers at WCC's Healing Quarters.
- Assist in the management of all volunteer committees and volunteer coordination, including but not limited to, staffing, recruitment, supervision, training and acknowledgement.



- In coordination with inter-departmental colleagues, develop and implement Volunteer Orientation, Training and Recognition programs.
- Work with remote WCC locations to recruit, effectively utilize, and track involvement of volunteers at their respective locations.
- Coordinating and updating multiple schedules and calendars
- Draft and edit documents, track documents from start to finish
- Coordinate with appropriate departments when additional supplies need to be ordered for your department

Required Experience, Skills, Background:

- B.A. or B.S. degree in a communications field is a minimum requirement; extensive experience may supplement or supersede this requirement.
- Strong goal-orientation and ability to achieve results in a fast-paced team environment, with limited daily direction and oversight. Must show high productivity in an organization with many priorities.
- Ability to understand and enthusiastically articulate the goals and vision of the organization.
- Record of success in using constituent data and analytics to drive data-driven strategy.
- Proven ability to prioritize prospects, projects, time, and interests with ease.
- Creative problem solver with experience using a wide range of resources to accomplish complicated tasks and goals.
- Articulate speaker and writer. Personable and poised, with an ability to work with a variety of personalities, backgrounds, experiences, and expectations. Active listening skills and ability to apply them to the activities of fundraising.
- Projects a professional image.
- Proficiency with Microsoft Office Word, Excel, and PowerPoint, Adobe InDesign creative suite, and email marketing platforms.
- Commitment to the highest standards of professionalism.

Desirable Qualifications:

- Management/supervisory experience preferred.
- Strong familiarity with the military community.
- Experience with Salesforce or similar Customer Relationship Management (CRM) systems.
- Familiarity with electronic file sharing applications.

Compensation and Benefits:

Exceptional compensation package including salary, medical, dental, and retirement benefits for full-time employees.

To Apply:

To apply for this position, please provide a cover letter and resume to HR@warriorcanineconnection.org
Attention: Hiring Manager.

Warrior Canine Connection is an equal opportunity employer. All qualified applicants will be considered without regard to race, color, religion, sex, age, national or ethnic origin, disability, or any other characteristic protected by law.

Job Type: Full-time