



Job Description: Assistant Volunteer Manager

Job Title: Assistant Volunteer Manager – (Knightdale or Downtown Raleigh)

Reports to: Volunteer Manager

Classification: Exempt

Organization Mission & Culture: Raleigh Rescue Mission believes every role is a Christian ministry and every team member is essential. All team members are expected to have a personal relationship with Jesus Christ, affirm our Statement of Faith, and live out our Core Values of compassion, prayer, collaboration, excellence, and development. We seek humble, adaptable individuals who are committed to faithful, excellent service in both work and life.

Role Summary:

The Assistant Volunteer Manager supports the Volunteer Manager by coordinating volunteers and in-kind donations that strengthen programs and the client experience. This role blends planning, communication, and hands-on execution to improve volunteer engagement, retention, and stewardship.

Essential Job Functions:

Volunteer Engagement & Development

- Recruit, schedule, and support volunteers (individuals, churches, businesses, and civic groups).
- Respond to volunteer and in-kind donation inquiries within 48 hours.
- Support volunteer onboarding/training and recognition to improve retention.
- Coordinate key holiday initiatives (Christmas gift program; Meal Packing around Easter, Thanksgiving and Christmas season).
- Represent the Mission through tours/speaking and cultivate relationships with volunteers and donors.

Program & Operational Support

- Create and manage volunteer events/schedules via Outlook calendar
- Coordinate registrations with the Volunteer Coordinator.
- Organize and communicate monthly client activities/events.
- Support in-kind donations and inventory (sorting, organizing, tracking shortages).
- Maintain volunteer applications, hours tracking, reporting, and website Volunteer-page updates.

Lead and Develop the Team

- Delegate and support daily work of the volunteer team.
- Provide coaching and support for onboarding and training (staff and interns).
- Train the Raleigh Rescue team members on effective on-site volunteer engagement.

Adapt and Ensure Progress

- Gather feedback from staff, clients, and volunteers to improve the volunteer and client experience.
- Provide secondary support for donation opportunities and volunteer drives as needed.
- Step in to assist in any area of the Mission as needed.

Education and Experience:

- Associate's degree required, or equivalent education/experience.
- 2+ years of related experience; event planning/coordination experience required.
- Experience working with diverse populations is preferred.
- Proficiency with Microsoft Office; Salesforce preferred.
- Strong organization, attention to detail, and ability to manage multiple priorities.
- Proactive problem-solver; comfortable with change and ambiguity.
- Valid NC driver's license; willing/able to drive a 12 passenger van; must pass MVR checks and report loss of driving privileges immediately.

Physical Requirements:

- Ability to lift up to 50 lbs.
- A typical shift will require sitting, standing, walking, and utilizing a laptop, sometimes for an extended period of time.
- Ability to use hands to lift, guide, and assist clients/children with assignments and life skills.
- Ability to maneuver around furniture/closets and kneel, squat, stoop, or bend at the waist.
- Ability to drive to appointments and offsite events.

Work Environment & Schedule:

- Primarily on-site work; includes indoor/outdoor activity and occasional inclement weather.
- Residential setting; may require assistance during adverse conditions (e.g., plumbing issues, illness outbreak); noise may be high.
- Schedule: Monday–Friday, approximately 45+ hours/week; one weekend every four weeks; three holidays per year; occasional early/late meetings.
- FLSA exempt employees are accountable for performance outcomes rather than hours worked and do not earn compensatory time for hours over 40 in a work week.

This job description is not intended to be a complete statement of all duties and responsibilities. It is subject to change at any time.