



Job Description: Volunteer Services Manager

Purpose:

To further the mission of Habitat for Humanity Saint Louis by managing all aspects of the volunteer program, including volunteer recruiting & retention; leadership recruiting and scheduling; working with sponsor, individual, and group volunteers to provide the optimum volunteer experience.

Duties and Responsibilities:

A. Program Management—Volunteer Services

- Responsible for creating and implementing agency-wide recruiting, training, & retention efforts for volunteers to engage in the Habitat mission; includes construction sites, ReStores, family services, event volunteers, and other program based volunteer engagement.
- Develop and maintain appropriate volunteer policies and procedures, including the oversight of community service program;
- Oversee the scheduling and scheduling communication with all volunteer groups including: sponsor groups, weekday crew volunteers, partner families, individuals, construction leaders in training and construction leaders throughout the build process and off the worksite in other programming;
- Develop and disseminate volunteer communication pieces, including weekly assignments for construction leaders, on-site assistants, and construction leaders in training.
- Assist in updating the volunteer section of the website and print pieces as needed
- Assist in documenting (photos and media story telling) the volunteer experience for social media and other agency reporting.
- Assist as needed with public appearances on behalf of the affiliate.

B. Planning

- Oversee construction leadership recruitment, management, training, and retention, and serve as an administrative liaison to the Leading Edge Committee;
- Plan and implement long-range strategic planning goals to increase volunteer participation in Construction Leadership Training; including but not limited to marketing, advertising, recruitment, presentations, analyzing and tracking data, etc.
- Overseeing of volunteer appreciation events and programming.

C. Administration & Financial

- Develop budget and monitor expenses related to the volunteer services department.
- Maintain complete, accurate records of all volunteer services events and activities.
- Provide direction to the Volunteer Services Administrator (VSA) or additional Resource Development Staff, to ensure that volunteer and waiver information is captured and entered into the data system;
- Provide direction Restore staff for the recruitment, scheduling, and retention of ReStore volunteers as needed;
- Plan and implement volunteer orientations, reviewing volunteer applications and routing to correct committees or persons for follow-up;
- Serve as a member of the management team.

D. Other related duties as assigned

General Qualifications:

- Minimum of four years volunteer management experience, with progressively increasing responsibility;
- Prior management/supervisory skills, with the ability to supervise staff and volunteers
- Demonstrated track record in volunteer management, possessing knowledge of individual and group recruitment and retention techniques and program development and oversight
- Excellent oral and written communication skills, with a specific ability to create volunteer recruitment and thank you letters
- Exceptional interpersonal skills, including the ability to create personal relationships and to communicate effectively delivering exceptional customer service to a variety of audiences, both verbally and in writing
- Prioritizes and manages multiple projects with ability to adapt to changes in the work environment and manage competing demands, while maintaining a commitment to excellence;
- Ability to identify and resolve problems in a timely manner, gather and analyze information skillfully, and develop alternative solutions;
- Well-organized with strong critical thinking skills;
- Strong computer skills, with proficiency in Microsoft Office Suite, as well as a basic knowledge of data management;
- Possess a valid driver's license as well as the ability to travel as needed to perform job duties.

Preferred Qualifications:

Bachelor's degree is preferred. Experience with Salesforce or similar volunteer management software preferred.

Salary and Benefits: Starting salary range of \$45,000 to \$50,000 based on experience. Comprehensive medical benefits offered as well as a retirement plan, with company match after one year.

Work Schedule: Ability to work a flexible schedule including some early morning (7:30am) worksite check-ins, and occasional evenings and/or weekends. This position will be a hybrid of in-office/worksite/work from home. Expected In Office hours are Tuesday and Thursday, 9am to noon, unless otherwise arranged with management.

Physical Requirements: Ability to stand, and/or work on a computer, for long periods, and walk up and down stairs multiple times throughout the day. Ability to work in limited exposure to extreme weather conditions, particularly heat/sun and cold temperatures, and lift at least 25 pounds. Some onsite hours will be expected to manage volunteers and cultivate relationships.

Responsible to: Director of Resource Development

Application Process: Please send resume and a detailed cover letter including salary requirements, to Harper Zielonko harper@habitatstl.org by 5pm on Friday, March 6th, 2026.

The employer has the right to revise this job description at any time. The job description is not a contract for employment, and either you or the employer may terminate your employment at any time, for any reason.

This job description does not list all of the duties of the job. You may be asked to perform additional duties. In addition, you will be expected to exercise your independent judgment in determining other tasks that need to be performed in order to increase the efficiency of the operations. You will be evaluated in part based upon your performance of the tasks listed in this job description and in part based upon the initiative you take in identifying and undertaking additional functions relevant to the operations of the business.