Position Title: Manager of Volunteer Services

Reports To: Executive Director

Job Status: Full time (exempt) salaried position that requires some weekend and evening work

Supervises: Volunteers

Compensation: Competitive/commensurate with experience and other qualifications; performance based compensation available.

Start date: Immediate

It’s an exciting time to join the Walkway Over the Hudson Team! We are seeking a highly motivated, dynamic and goal-oriented Manager of Volunteer Services to manage and help grow our dedicated corps of volunteers and Ambassadors. The Manager (he/she/they) will have a unique opportunity to impact the quantity and quality of volunteers, programs and community engagement on the Walkway Over the Hudson State Historic Park.

The Organization:

Walkway Over the Hudson Friends organization is a 501(c)(3) nonprofit that works to support and improve Walkway Over the Hudson State Historic Park by providing long-term stewardship and raising funds to improve amenities, programs and enhancing our visitor’s experience. Our mission is engaging partners, donors, members, and volunteers who share our vision. With 600,000 diverse annual patrons, Walkway is a primary tourist destination, and a powerful economic engine in the Mid-Hudson Region. Our staff, members, donors and volunteers have an opportunity to make a difference in the region.

Position Summary:

The Manager of Volunteer Services oversees Walkway programs; recruits, trains and maintains a robust core of volunteers and serves as the primary liaison with State Park Manager and State Park staff. He/she/they maintains positive relationships with all key partners and Walkway constituents. We’re looking for an energetic and dedicated person who loves the Walkway, enjoys working with a wide variety of people and takes a creative approach to visitor engagement.

The position manages our premiere volunteer and Ambassador group and utilizes the successful recruit, train, recognize and retain model. The Manager of Volunteer Services will also oversee tram operations and will manage the East and West Gate Visitor Centers (retail outlets). The Manager will need to utilize our in-house volunteer database (Volunteer Hub) to schedule/staff our pavilions, coordinate training and determine staffing and volunteer needs for Walkway events. He/she/they leads the Ambassador
Advisory Committee, the core planning team comprised of Board, Staff and Ambassadors. As such he/she/they develops and maintains effective relationships with the Board of Directors and committee members, engaging and enlisting their support, financial and otherwise, that will bring forth their best ideas and efforts.

As the key link between the Walkway and its visitors, the Manager of Volunteer Services works with the Executive Director to set strategic priorities for Walkway’s programs, and is responsible for the following: managing all on-bridge programs, tram operations, pavilion scheduling and event support. The Manager is the Walkway’s primary liaison with NYS Parks, communicating with the Parks Department on a regular basis to maintain a positive partnership, and collaborate as a gateway on the Empire State Trail.

He/she/they will manage the summer youth employment program working closely with our partner at Family Services. This program has a unique opportunity to impact local youth and the Manager will have the ability to grow and shape this unique program.

The Manager of Volunteer Services will have the opportunity to engage and connect Walkway communities in Dutchess and Ulster Counties to make a long-term difference in our region.

**Education & Experience:**

- A Bachelor degree or equivalent education in a related field
- Minimum 4 years’ experience successfully managing volunteer and/or community programs
- Experience with public/private partnerships, public sector organizations, partners such as state or national park services, historic sites, or others that collaborate with government agencies.

**Requirements:** To perform the job successfully, the following key skill requirements are essential functions of this position.

**Key Skills**

- Managing diverse and engaged core of volunteers, Ambassadors, seasonal staff, and program participants.
- Creating and maintaining positive relationships: collaborate with our team, our partners and our Parks staff.
- Organizing and scheduling people or tasks; developing realistic action plans while being sensitive to time constraints and resource availability.
· Developing and maintaining positive working relationships with coworkers, stakeholders, and customers, and effectively handling conflict situations.

· Utilizing software and databases to accomplish work objectives (ie. Square, Volunteer Hub, Mobile Cause, Mailchimp, Microsoft Office). Working knowledge of social media platforms required.

**Personal Effectiveness**

· Flexibility – The ability to shift back and forth efficiently between two or more activities or sources of information. Being open to changes and last minute weather scheduling adjustments. Performing effectively in varying environments with different people.

· Embracing diversity, equity and inclusion as a core value and goal of the Walkway.

· Maintaining the highest ethical standards of behavior in dealing with coworkers, patrons and volunteers.

· Attention to Detail – Must be able to accomplish all tasks no matter their size, efficiently with complete thoroughness and accuracy.

**Employment Requirements:**

· Ability to work both Indoor and outdoor

· Some weekend availability is required

· Will be in contact with others via face to face, email and telephone

· Must be able to sit and stand for long periods of time.

· Must be able to lift up to 50 pounds.

Walkway Over the Hudson is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees and volunteers.

Job Type: Full-time

Salary: $50,000.00 - $55,000.00 per year

Benefits:

- Dental insurance
- Health insurance
- Paid time off
- Retirement plan

Schedule:

- 8 hour shift
Supplemental pay types:

• Bonus pay

Work Location: In person

Open

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Details

Posted: June 21, 2023
Views: 1088
Candidates: 17 total
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Budget

Job budget: Not sponsored
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