



PPAI JOB DESCRIPTION

Job Title: Manager, Volunteer Engagement

Brief Summary of Position

Drives development and long-term management of efficient programs that attract and retain volunteers and members including both the development and delivery of relevant and meaningful volunteer opportunities and awards and recognition.

Reporting Structure

Reports To	Title	Department
Anne Stone	Director, Public Affairs	Public Affairs

Job Status

FSLA Status (E/ NE)	Exempt
SOC Code	
Job Status (FT/PT/Temp)	FT
Daily Schedule (Flex N-Flex)	Flex

Essential Functions and Key Responsibilities:

1. Enhance and improve volunteer structure to deliver the best, most rewarding experiences possible to both volunteers and staff liaisons
2. Create volunteer engagement best practices
3. Create meaningful member events
4. Coach, support and train staff liaison and volunteer committee chairs
5. Codify and standardize supporting documentation for all volunteer groups
6. Direct efficient and highly-regarded Awards and Recognition programs-- Oversee product specific awards (i.e. Pyramid, et. al.); assist on people-specific awards (i.e. Hall of Fame, et. al.) Provides input and assistance to production of award events.
7. Supervise volunteer programs coordinator
8. Manage the Board election process
9. Oversee Association governance documents including bylaws and policies and procedures

Association Wide Responsibilities & Values: (expectations of everyone)

1. Provide honest and ongoing communication as needed to support success throughout the organization
2. Meet established deadlines for all projects, reports and communications for all audiences both internally and externally.

PPAI,
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 Equal Opportunity Employer

3. Provide high-quality products, reports, communications and projects for all audiences internally and externally.
4. Be fair, consistent and supportive of leaders, staff, board members and vendors
5. Help PPAI to continually seek improvement. Be prepared to personally manage changes taking place within PPAI and the industry.
6. Be empowered, accountable and responsible for your career success, actions, influence and impact upon the organization as a whole

Non-Essential Functions or Responsibilities:

1. Serve as Staff Liaison to a committee

Education Requirements for Enter Position

School/Certification Authority	Degree/Certification	Major/ Minor
University/ College Required	Bachelors	Immaterial with sufficient work experience
ASAE	CAE	Preferred
Graduate Degree	MBA/ MS	Desirable

Experience Requirements

Type of Work	Years of experience	Depth of Experience	Other Details
Marketing or Membership	8	Significant	Working knowledge of marketing to public, and effects of promotions to members at large. Strategic thinking
Association management	8	Significant	Understand and develop programs to influence membership in the nonprofit association, strategic planning, knowledge of people, programs and effects

Knowledge, Skills and Abilities

KSA's	Years of experience	Depth of KSA's	Other Details
Effective staff management	8	Multiple employee types managed	Significant experience with interviewing, evaluating and hiring/firing best practices
Excellent communication skills	8	Published articles, organization-wide writing experience	Flawless grammar and style, presentation skills, development capabilities

Volunteer management	8	Board and committee levels	Develop programs, manage volunteers, influence participation
Event Planning	8	Experience planning and executing live member events	Develop programs, manage logistics, write scripts, manage budgets, keen attention to detail.
Analysis skills	8	Ability to conceive and execute useful analysis of systems, budgets, research	Understand what is needed and provide the leadership to gain vital details through analysis and data gathering
General business management	8	Understanding of employee law	Code of ethics, business law, reading of charter and by laws.

Physical Requirements:

- *Sitting: 8 hour/ day in office/ 0% at show
- *Standing: minimal in office/ 100% at show
- *Lifting up to 50 pounds (luggage and gear for travel)
- *Pushing/Pulling: up to 50 pounds as needed
- *Bending/Stooping: in frequent
- *Extended work hours, extended weeks (endurance requirement): must be able to travel for up to two weeks with accoutrements: yes

Work Environment:

- *Office environment: Yes
- *Trade show floor or event venues: Yes
- *Temperature controlled: Not always – many tradeshow are not temp controlled during set up and tear down, must be prepared for hot or cold situations during these times.



Professional Development Plan

Manager, Volunteer Engagement

Training/Development/Education Requirement(s)

Title	Key KSA's covered	Expected Completion
Strategic Planning	Thinking ahead, vision	Within one year
Public Speaking	Providing clear and specific information to the public	Within one year
Meeting Facilitation	Coordinate and manage meetings to successful conclusion	Within one year
Persuasive writing and presentation skills	Able to communicate clearly	Within one year
Association Law	Core documents, conflict of interest, financial and fiduciary duties	Within one year

Succession Plan Options (Potential next steps from this position)

Job Title	Department	Experience in current Job	Skills, Education, Abilities, Knowledge needed
Senior Manager, Volunteer Engagement	Public Affairs	5 years	See above