Position Description

Position: Volunteer Engagement Manager  Reports to: Director, Governance and Engagement
Department: Membership  Classification: Exempt
Created by: Caitlin Couture  Date: December 2019
Approved by: Erica Holland  Date: December 2019

Position Summary:
In support of SIR’s goal to increase member engagement, this position will be responsible for SIR’s online community, SIR Connect and coordinate all SIR and SIR Foundation’s volunteer recruitment. A primary focus of the position will be the management of the Early Career Section (ECS) and its committee projects and programs. This position also collaborates with staff on the volunteer appointment process, mentorship program and section related activities.

Position Functions and Responsibilities
To perform this job successfully, each essential duty and responsibility must be performed satisfactorily. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions. Other duties may be assigned to meet business needs.

Primary Job Functions
Committee Management
• Develop and implement a plan for soliciting and placing volunteers on SIR volunteer and in other ad hoc volunteer positions.
• Work with staff liaisons to identify and maintain ad hoc volunteer opportunities.
• Update and ensure accurate volunteer records and tracking and work with IT to ensure processes are automated when possible.
• Work with staff liaisons, committee chairs and division councilors to facilitate the committee appointment process and committee review.
• Maintain and update committee and volunteer opportunities on SIRweb.org and SIR Connect.
• Coordinate all volunteer communications including emails, website and surveys.
• Receives and responds directly to prospective volunteer inquiries and updates member records accordingly.

Section Management
• Serve as primary liaison for the Early Career Section (ECS) and work with members to manage all committee projects.
• Manage the planning and implementation of the ECS program at Annual Meeting and online education throughout the year.
• Coordinates all ECS activities and tasks (including but not limited to regular conference calls, in-face meetings etc.)

Online Collaboration Platform
- Support and drive adoption of the SIR Connect in accordance with established strategies and policies, coordinating with managers and stakeholders across the association to ensure its effectiveness and providing superior quality of customer service and support.
- Work closely with SIR staff liaisons and appropriate volunteers to ensure SIR Connect is effective and increases the ability for members to network and collaborate.
- Manage all technical aspects of SIR Connect. This includes working with the community vendor to address, resolve, and communicate any issues related to the features and functionality of the platform and implementing new features as necessary.
- Monitor and measure the success of community engagement and provide reports with community trends to internal teams.
- Develop, maintain, and deliver training resources, guidelines, and policies for SIR Connect.

**Secondary Job Functions**
- Responsible for data entry and integrity for all volunteer information.
- Track and provide accurate reports on committee and member engagement information as needed.
- Maintain and update volunteer webpages on SIRweb.org.
- Train and empower community champions to participate on a more significant engagement level.
- Coordinate with relevant departments to ensure successful SIR Connect campaigns.
- Develop and maintain community training resources, guidelines, and policies.

**Education and Experience:**
- Bachelor’s degree or equivalent related office administration experience.
- Experience in working with associations, volunteer management and governance.

**Knowledge, Skills and Abilities**
- Excellent verbal and written communication skills.
- Must be extremely organized with excellent time-management skills, multi-task oriented and able to meet strict deadlines.
- Ability to work across departments within organization to create positive work environment
- Strong customer support skills.
- Proficiency with MS Office (Word, Excel and PowerPoint).

**Working Conditions/Physical Requirements:**
Small, fast paced open office environment with moderate noise levels. Use of phones and computers for extended periods of time. Utilize office equipment and communication technologies for conference calls and teleconference meetings/webinars. Requires general mobility to move through the facility. Ability to lift up to 25 pounds. Frequent interaction with internal staff and physician members/board via phone, in person, email and other mediums. Normal sitting and standing activities for an office environment. Some travel primarily for Annual Membership.

*This position description should not be construed to imply that the requirements are the sole standards for the position. Incumbents are expected to perform all other duties as required. Please sign below to acknowledge receipt of position description and responsibility for reviewing this document.*
Employee’s Signature: ____________________________ Date: ______________
Manager’s Signature: ____________________________ Date: ______________