

Roles & Responsibilities



Title: Volunteer Satisfaction and Community Events Manager

Department: Advancement

Hours: Full Time

Reports To: VP of Advancement

Salary Range: \$61,000 - \$65,000

Position Summary

Volunteers are one of 412 Food Rescue's most valuable assets. The Volunteer Satisfaction and Community Events Manager is responsible for turning volunteer enthusiasm into lasting relationships: stewarding volunteers exceptionally well, designing community events and experiences that inspire, and building clear pathways that convert engaged community members into committed donors and partners.

Relationship-first and in-person, the role suits someone who is equally comfortable telling a great story, running a smooth event, and keeping clean records in the CRM. Work happens on the ground: at the Millvale Good Food Project, at our headquarters in Bakery Square, and at community events throughout the Greater Pittsburgh area. The position owns the volunteer experience end to end, partners closely with the broader Advancement and Marketing functions, and plays a direct role in growing individual, recurring, and corporate revenue in support of our 2026 goals.

Above all, 412 is looking for a natural culture ambassador, someone whose presence sets the tone for how the organization shows up in the community, and who inspires the same warmth and intentionality in every team member they work alongside.

The person stepping into this position inherits an immediate systems priority. Volunteer data, intake processes, and engagement workflows are currently distributed across multiple platforms and inboxes. Building the infrastructure, centralizing volunteer information, standardizing intake, and establishing CRM workflows is foundational work that will make everything else possible. A process-builder mindset and comfort with ambiguity are essential from the start.

Objectives

- Deepen community engagement and elevate volunteer stewardship, piloting new and reimagined volunteer experiences and leading the development of volunteer engagement and community event SOPs.
- Build a reliable pipeline that converts volunteers into first-time donors.
- Spotlight volunteers and grow corporate volunteer partnerships to expand visibility and corporate revenue.
- Leverage volunteer experiences to grow recurring giving (Carrot Club) participation and revenue.

Success Metrics

- Five new or reimagined volunteer experiences piloted; volunteer stewardship calendar documented and executed quarterly.
- Evaluate volunteer satisfaction with various methods, including surveys, focus groups, and our app's rating.
- A consistent monthly flow of first-time donors from the volunteer pool, contributing to individual giving and donor growth targets.
- Steady month-over-month volunteer to donor growth
- A weekly volunteer spotlight published across social channels, supported by a live, repeatable production system.
- New corporate volunteer partners engaged and a completed corporate volunteer impact deck.

Key Responsibilities

Volunteer Stewardship & Community Engagement

- Manage inbound volunteer inquiries including phone and email, using a standardized intake script that captures key data points (source, location, availability, interests) and routes new volunteers appropriately; field inquiries including court-mandated community service requests with professionalism and care.
- Serve as the face of 412 Food Rescue at volunteer activations, ensuring that every experience deepens volunteers' connection to the organization's mission, not just the activity.
- Work closely with our Operations Department to design, pilot, and refine volunteer experiences, including new or reimagined activations that deepen engagement and strengthen community relationships.
- Build and execute a structured volunteer stewardship program with consistent touchpoints: appreciation, impact updates, event invitations, and giving asks.
- Lead the development and documentation of standard operating procedures (SOPs) for volunteer engagement and community events.
- Ensure organizational representation at all group volunteer activations and maintain awareness of volunteer liability, safety protocols, and risk management standards to protect both volunteers and the organization at all events and partner venues.
- Maintain awareness of in-person volunteer experience for both driving volunteers and in-person program volunteers, ensuring SOPs address both.
- Model and encourage hospitality-forward engagement among frontline operations staff during shared volunteer activations, actively bridging the gap between volunteers and operators on the ground.

Volunteer Spotlights & Corporate Volunteer Partnerships

- Produce a weekly volunteer spotlight across social media content showcasing who our volunteers are and the impact they make.

- Design and launch a structured corporate volunteer program with tiered engagement options (single-day events, recurring commitments, team builds), in coordination with the Advancement team's corporate revenue strategy.
- Cultivate new corporate volunteer partners and deepen existing relationships.

Community-to-Donor Pathway & Conversion

- Convert volunteers into first-time donors through targeted, repeatable outreach, embedding cultivation asks into volunteer communications and stewardship touchpoints.
- Build and maintain a conversion pipeline that moves prospects from initial contact to engaged conversation to gift.
- Support the audit and consolidation of existing volunteer data currently distributed across multiple platforms; help build centralized volunteer profiles including contact notes, location, availability, and engagement history.
- Performs other duties as assigned to support team goals and organizational priorities.

Preferred Qualifications

- 2+ years of experience in volunteer management, community engagement, events, donor relations, or a closely related field.
- Strong written and verbal storytelling skills, including comfort creating social media content.
- Experience planning and executing events or community activations.
- Proficiency with a CRM and a commitment to clean, consistent data practices
- Excellent organization and follow-through; able to manage recurring routines and multiple priorities.
- Driver's License and reliable means of transportation and ability to work in person across multiple Greater Pittsburgh locations.
- Bachelor's degree in a relevant field or equivalent professional experience preferred; advanced degree or certification (e.g., CFRE, MBA, MPA) is a plus.
- A natural connector and culture ambassador with a demonstrated ability to create warm, welcoming experiences that reflect the organization's values -- for volunteers, partners, and staff alike.
- Comfort with de-escalation and an understanding of volunteer liability, safety protocols, and risk management in community and event settings.

Work Conditions

- This is an in-person role. Work locations include the Millvale Good Food Project, 412 Food Rescue's headquarters at Bakery Square, and community events held throughout the Greater Pittsburgh area, as determined by the supervisor and organizational needs.
- Some evening and weekend hours are required to support events and community activities.
- Ability to travel throughout the Greater Pittsburgh area and use GPS navigation.
- Must be able to lift and carry up to 40 pounds.