



CORA - (Chatham Outreach Alliance Inc.)

Job Description

Job Title: Community Support Manager
Classification: Full-Time-40 hours, Exempt
Reports to: Executive Director

CORA is a non-profit organization that provides nutritious food to community members facing food insecurity. Founded in 1989, CORA has served the community with kindness, compassion, and dedication to ensure that families in need do not experience hunger. The Community Support Manager facilitates all volunteer and client-facing activities to provide gratifying experiences for the community we serve.

Position Summary

The Community Support Manager reports directly to the Executive Director and is responsible for volunteer management activities as they relate to recruitment, training, scheduling, communications, outreach, recognition, and compliance.

The Community Support Manager is also responsible for equitable service delivery to clients, adherence to organizational policy, management and oversight of client in-take services to include database management, data collection and validation, reporting, and database training.

With the direction of the Executive Director, the Community Support Manager will continuously search for new avenues for increasing both client and volunteer engagement and raising awareness for CORA's mission throughout Chatham County and beyond.

The Community Support Manager will have the opportunity to work, on occasion, remotely from home and with some flexibility in hours.

Duties and Responsibilities

- Recruit, schedule, and train volunteers for day-to-day activities and for scheduled special events;
- Maintain necessary number of active volunteers commensurate to assigned projects and tasks;
- Manage interactions with volunteers and clients with an eye toward diversity, equity, and inclusion;
- Develop/ update training materials and deliver regular training – to include annual mandatory civil rights training - to ensure volunteer effectiveness and proficiency in assigned role(s);
- Organize all volunteer materials, forms, and reports;
- Create and publish, in collaboration with Director of Development and Communication, an electronic volunteer newsletter on a monthly basis;
- Develop proficiency with and maintain VHUB Volunteer database;
- Develop proficiency with Link2Feed database;
- Coordinate activities with the Pantry Manager and other CORA staff;
- Participate in community events to raise awareness of CORA's mission. Provide materials on volunteering and ways to engage;
- Lead initiatives on volunteer and client engagement both separately and together as mechanism for cultivating the volunteer/CORA and client/CORA relationship as well as platform for the promotion of social justice and equity;
- Promote client involvement within CORA through surveying, interviews, testimonials, advisory committees, etc;
- At the request of the Executive Director, attend and report volunteer activities at the Board level.

- At the direction of the Executive Director, communicate all relevant and requested information to the Board in a well-ordered and timely manner;
- Represent CORA in the community through outreach activities and speaking engagements. Competently present the mission of the organization to include the many ways CORA provide service;
- Demonstrate excellent customer support and service at all times to maintain positive relations between all who visit the pantry and/or at satellite CORA locations;
- Capitalize on opportunities to inform and enrich volunteer, community, and stakeholder knowledge and connection with CORA's mission;
- Foster a productive, safe, and collaborative environment where all have value and are treated with respect;
- Work closely with the Pantry Manager to provide required safety and compliance language and instruction in training and written materials;
- Ensure volunteer / client activities are within budget while ensuring maximum resource utilization.
- Complete other duties as assigned;

Supervises Activities of:

Volunteers and Clients

Qualifications/experience

Must possess excellent written and verbal communication skills and be able to represent CORA professionally. Be detail oriented and have strong interpersonal skills in order to work with diverse groups of people. Excellent customer service, strong work ethics, and organizational skills are necessary. Flexibility and resilience will be critical for success in this role. Project management skills and experience are preferred. Spanish language skills are required. Must be comfortable working independently, while juggling and prioritizing a variety of tasks, in a fast-paced environment. This job has a moderate physical aspect associated with the work, including the occasional use of tools typically employed in the warehouse. An excellent driving record is required as some travel is necessary. A college degree is preferred and previous experience in a customer service team lead, volunteer coordinator, or social work role is preferred.

Contacts

Volunteers, Board Members, Donors, PORCH program coordinators, CORA Staff, General Public

Working Conditions

At present, client services are provided outside four days/ week. General office and warehouse environments. Occasional evening and weekend work required.

Salary and Benefits

CORA provides employer-paid health, vision, and dental insurance, an employer-match retirement program, 12 days of PTO per year, and 12 regular holidays plus 3 floating holidays. Hiring range for this position is \$42,000 - \$45,000/ year.

Approved by: Melissa Driver Beard

Date: July, 2022

The above statements are intended to describe the general nature of the work being performed by people assigned this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

CORA is an equal opportunity employer and values diversity in the workplace.

Do you have a passion for people? Are you the one all your friends rely on to schedule the picnics and other events? Are you ready to put your interpersonal and organizational skills to work in your community to better the lives of others? If so, you might be an excellent fit for our open Community Support Manager position!

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The Community Support Manager will play a key role on CORA's team - recruiting, managing, and communicating with volunteers, meeting clients' needs, participating in community events, and liaising with various stakeholders regarding volunteer and client needs.

Candidates must possess excellent written and verbal communication skills and be able to represent CORA professionally. Candidates must be comfortable working independently, while juggling and prioritizing a variety of tasks. Flexibility and resilience will be critical for success in this role. Spanish language skills are **required**. A college degree is preferred and previous experience in a customer service team lead, volunteer coordinator, or social work role is preferred. The Community Support Manager will have the opportunity to work, on occasion, remotely from home and with some flexibility in hours. CORA provides employer-paid health, vision, and dental insurance, an employer-match retirement program, 12 days of PTO per year, and 12 regular holidays plus 3 floating holidays. The hiring range for this position starts at \$42,000+ per year. A full job description is attached.