



**MEMBER POSITION TITLE:** Volunteer Engagement Supervisor

**LOCATION:** Community Clothes Closet, 1465 B Opportunity Way, Menasha WI 54952

**WORK HOURS:** Part-time 28 to 30 hours per week position, Monday – Friday 8:30am – 1:30pm and Monday evening 5pm-8pm. Occasional evening and weekend hours required for program events and recruitment fairs.

**SUPERVISOR:** Executive Director

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Community Clothes Closet is a basic needs nonprofit whose mission is to provide free clothing to all people in need. When you join our team, you will provide meaningful impact to community members.

**POSITION DESCRIPTION:** The Volunteer Engagement Supervisor is a part-time position. This position will assist the Operations Director and Executive Director with recruitment, placement and training of all volunteers, support basic operations related to client and volunteer needs and assist with the shopping floor during client hours. Qualified candidates strive for excellence, possess strong collaborative skills and are committed to the vision and mission of Community Clothes Closet.

**QUALIFICATIONS/SKILLS/EDUCATION/EXPERIENCE:**

1. Supports the mission of Community Clothes Closet.
2. Minimum two years of relevant experience; Bachelor's degree in human service related field preferred.
3. Demonstrates leadership and vision in managing groups and projects.
4. Enjoys interacting and working with a wide demographic of individuals in a team setting including volunteers, clients, staff and outside organizations.
5. Possesses excellent organizational skills, ability to multitask and work under deadlines accurately.
6. Possesses excellent written and verbal communication skills.
7. Possesses intermediate to advanced computer skills.
8. Delegates responsibilities effectively.
9. Flexibility in schedule to work occasional evenings and weekends for volunteer recruitment community engagements and to assist with client program events.
10. Ability to stand for a 5-hour shift.
11. Ability to lift 40 pounds.
12. Bilingual a plus.
13. Possesses a valid driver's license.

**DESCRIPTION OF RESPONSIBILITIES:**

1. Maintain all components of the volunteer management process, including but not limited to, processing applications, background checks, onboarding, orientation, training, volunteer check-ins, recruitment, ongoing communications and position descriptions.



2. Actively recruit volunteers on a continuous basis utilizing a mix of communication methods including newspaper, social media, web and in-person events.
3. Train, motivate, schedule and supervise volunteers.
4. Coordinate and plan volunteer meetings and celebrations.
5. Manage the recruitment of volunteers for clothing drives, special programming and promotional campaigns.
6. Support clients and volunteers during open shopping hours including help in New Start and with client resolution.
7. Support the flow and management of the shopping floor during shopping hours.
8. Create and publish a quarterly volunteer newsletter.
9. Attend staff meetings.
10. Operate pallet jack as needed.
11. All other duties as assigned.

**BENEFITS:**

- PTO
- Holiday pay
- Simple IRA
- Time spent making a difference in the lives of community members

TO APPLY: Email cover letter and resume to Lisa Jones at [lisa@communityclothescloset.org](mailto:lisa@communityclothescloset.org).