



Role Profile

Location: Canada

Position: **Volunteer Engagement Specialist**

The Company **PEMAC**

PEMAC Asset Management Association of Canada is a national, not for profit association enabling excellence in maintenance, reliability, and asset management through collaboration, applied learning, and leadership www.pemac.org

Reports to: PEMAC Executive Director

The Volunteer Engagement Specialist implements and executes volunteer programs and services to further the engagement of volunteers. The Volunteer Engagement Specialist assists with screenings, referrals, and placement of prospective volunteers to effectively support goals and ensure placement of sufficient numbers of volunteers to meet operational needs within the assigned area. The Volunteer Engagement Specialist may serve as liaison to internal partners and external organizations. Provide support, development and/or leadership guidance to all volunteers.

Duties and Responsibilities:

- Lead volunteer screening team & manage volunteer placements
- Work with the volunteer orientation team
- Participate in the development and implementation of a comprehensive onboarding program for each volunteer position.
- Coordinate volunteer appreciation initiatives, including social media campaigns, monthly newsletters, and in-person celebrations
- Coordinate volunteers for community information tables. If volunteers are not available, the Volunteer Engagement Specialist will staff table
- Create and send monthly e-newsletter to volunteers/staff/board
- Contribute input and serve as a resource for volunteer engagement best practices
- Review volunteer satisfaction data and work with operational teams to develop engagement and retention strategies to improve volunteer satisfaction
- Participate in the implementation, execution and monitoring of the volunteer engagement and retention strategy to include interaction with the volunteer community both personally and through the volunteer infrastructure.
- Participate in the development of a thorough volunteer needs assessment for assigned area. Meet with stakeholders and ensure alignment of established goals to volunteer needs.
- Provide guidance on volunteer programs, tools, and resources. Provide support and direction to volunteer trainers and ensures training is thorough and documented.

- Facilitate formal and informal recognition efforts and events to promote community and honour the volunteer experience and contributions.
- Schedule volunteers and assist with efforts to ensure strong participation. Serve as a liaison to internal and external partners to ensure all volunteer requests are timely and complete.

Skills:

- ✓ Ability to work on a team
- ✓ Excellent verbal and written communication skills
- ✓ Strong interpersonal and presentation skills
- ✓ Attention to detail and the ability to manage multiple and continuously evolving priorities effectively
- ✓ Proficient with MS Office applications, including Word, Excel, PowerPoint, and Outlook.
- ✓ Deal with Complexity
- ✓ Knowledge of group dynamics
- ✓ Negotiation skills
- ✓ Ability to effectively implement programs
- ✓ Knowledge of volunteer programs and policies preferred
- ✓ Confidentiality
- ✓ Thoroughness

This is a work-from-home opportunity averaging 40 Hours per week.

Travel: Ability to travel to occasional events. Valid driver's license required.

Job Type: Full time employee

Qualifications:

- ✓ Bachelor's degree required.
- ✓ Minimum of 3 years of related experience.
- ✓ CVA Certification (Certified in Volunteer Administration) or equivalent would be considered an asset

<p>To Apply</p>	<ul style="list-style-type: none"> • <i>Submit Cover Letter telling me why you are the best candidate for this role and Resume to dean@kelownahr.com</i> • <i>No phone calls please</i> • <i>We appreciate everyone who applies for the position; however, we will only contact those individuals we would like to interview.</i>
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