



JOB DESCRIPTION

Title: Manager, Volunteers and Salesforce Systems

Reports to: Director, Community & Peninsula Volunteers

Position Summary

The Manager of Volunteers and Salesforce Systems is main support professional responsible for assisting the Director of Community and Peninsula Volunteers in all aspects of coordination and administration of volunteers who support PVI programs. This includes the major responsibility for overseeing PVI's Salesforce database operations.

PVI Culture

PVI has a strong values-driven culture that supports its mission. The Manager of Volunteers and Sales Force Systems is expected to model and set an example for other PVI employees to live our Core Values: Respect, Commitment, Trust, Dedication and Compassion as articulated in the PVI Culture Matrix (attached).

Major Areas of Responsibilities

- Oversees the PVI Salesforce operations including working closely with the Marketing Manager to ensure the Salesforce database is updated and interfaces seamlessly with MailChimp for marketing email blasts. This includes other forms of advertising for volunteers.
- Onboards volunteers in coordination with PVI program leads to ensure the volunteers understand their program-based activities (e.g., driving for Meals on Wheels) and PVI's values-driven culture.
- Is responsible for administration of community and PV volunteers including background checks, checking DMV Reports and insurance requirements, online volunteer applications, submitting and monitoring clearance procedures, and coordinating volunteers with program assignments.
- Coordinates with the PV Membership organization and required administrative activities including responsibility for updating and maintaining the PV Membership Roster.
- Other duties as assigned.

Position Requirements



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Skills Needed

- Complete understanding of Salesforce
- Computer/data entry knowledge
- Proficiency in MS Word, Excel, Outlook
- Strong oral and written English communication skills, Spanish speaking helpful

Experience and Education

- B.A. degree minimum, MA preferred (Computer Science, Health Science, Social Work, or Gerontology)
- Experience with senior population and/or social service background
- Valid California Driver's License; maintain a good safety record (verified by DMV at hire and periodically) and a reliable vehicle; proof of liability insurance with a minimum of 100,000/300,000 coverage
- Criminal background clearance

Physical Requirements

- Frequent sitting
- Use of computer keyboard and viewing computer monitor

Performance Expectations (Measurable Outcomes)

- Meet volunteer participation targets to meet annual goals
- Error free database operations with Salesforce
- Positive reviews from Community and PV Membership
- Participates in weekly 1:1 meetings with Director
- Completes administrative paperwork timely and accurately
- Follow up with any and all issues related to volunteers and helping them be successful

Hire Date for this Position: _____

Full Name (printed): _____

I have read and fully understand the roles, responsibilities, and expectations for this position.

Signature: _____

Supervisor Signature: _____

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