



Connecting Students & Volunteers
for Results that Count

Job Description: Volunteer Operations Manager

Volunteer Operations Manager

Full time • non-exempt • Charlotte, NC

About the Organization: Heart Math Tutoring (“Heart”)

Heart is a math intervention program used in high-poverty elementary schools with a mission of ensuring that all elementary students develop the strong foundation in math and enthusiasm for academics needed for long-term success, by helping schools use volunteers as tutors. Almost sixty percent of economically disadvantaged students in Charlotte are not performing on grade level in math. Volunteer tutors are a powerful resource for addressing this, if given the right tools and support.

The program became a 501c3 nonprofit in July 2014 and currently supports over 800 volunteer tutors across 17 school sites in Charlotte, NC. To date, 98% of Heart students have met program growth goals in math, and more than 90% of teachers report that students show an increase in enthusiasm and/or confidence towards academics as a result of the program. Visit www.hearttutoring.org for more information.

About the Role: Volunteer Operations Manager

This person will be quarterback on the partnerships and operations behind volunteer recruitment. Volunteer tutors are the hands and heart of Heart – serving on the front lines for students who need help. Heart has developed a formula for recruiting, managing, supporting, and retaining tutors while delivering an effective, positive experience. The organization’s size now requires full time staff dedicated to the recruitment and community relations components: Heart plans to grow the number of tutors by 150% over the next three years, providing tutors for over 1,500 elementary students. This person will work laterally across the organization as a member of both the Program and Development teams, leading Heart staff and advocates to achieve the organization’s goals.

This person’s success will be measured by volunteer recruitment, volunteer retention and satisfaction, and volunteer-related giving. These metrics are critical to student outcomes and Heart’s overall mission.

Key Deliverables and Responsibilities:

- Manage the operations behind recruiting 1,000+ tutors in a 3-month period
 - Lead the efforts of Heart staff and volunteers
 - Plan and execute a communications campaign
 - Make presentations to groups ranging from 10 to 100 people
 - Track progress and respond to identified needs
- Support Tutors
 - Assign tutors to schools and shepherd staff/tutors through orientation and onboarding processes (CMS background check)
 - Identify and meet needs of Heart’s volunteer base which could include training, community building, recognition, and leadership opportunities.
- Secure and place ~100+ volunteers during the school year

- Execute 2+ events for Heart volunteers per year
- Execute HeartThrob
- Lead communication to volunteers (newsletters, web trainings, other)
- Build volunteer relations through social media and PR opportunities
- Manage data and analytics of Heart’s volunteer base and volunteer-related processes
- Cultivate long-term leads for volunteers and partnerships
- Support any other Heart projects and needs, as needed
 - Fund Development – partner with development team in cultivating volunteer base and volunteer partner organizations as donors
 - Program – partner with program team to ensure tutors are effective and satisfied
 - Other duties as assigned, based on skills/capacity and Heart’s needs

Qualifications / Skills

- Demonstrated passion for Heart’s mission
- Exceptional Organization Skills and Attention to Detail
- Analytical skills
- Strong writer
- Enjoys and is good at relationship-building
- Fast learner
- Demonstrated leadership and ability to influence others
- Exude Heart’s core values: student-centered, gratitude, growth-mindset, precision and professionalism, civic engagement

Required Experience

- Project Management
- Strategic Communication
- Data and Analytics
- Use of Technology
- Volunteer Experience
- Leadership Experience / Influencing Others / Sales

To apply: Submit the following documents to communications@hearttutoring.org.

- Resume – standard format including education, work, and volunteer experience
- Cover letter – standard, 1-page format explaining your interest in the role and why you believe you are a good fit

When submitting, use the subject line, “2017 Volunteer Operations Manager”, and address correspondence to Emily Elliott.

Anticipated Timeline: Applications accepted on a rolling basis.

Compensation: Commensurate with experience; limited benefits available, covering health insurance

Other: full time; non-exempt; Charlotte, NC; initially reports to Executive Director