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Position: Volunteer Engagement Manager  
Reports to: Director of Programs

Date: January 2022  
FLSA: Exempt

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The Volunteer Engagement Manager is a salaried, full-time staff position based in our Mahwah, N.J., headquarters. The Trail Conference integrates a unique workforce of paid staff and volunteers to accomplish its mission, supplemented by seasonal AmeriCorps Conservation Corps service members. The successful candidate will oversee the organization's efforts to sustain a satisfying and productive work environment for our 2,000+ volunteers.

Volunteers are essential to the Trail Conference's success. Over the past two years, our volunteers have donated 200,000 hours of service to our mission. The Volunteer Engagement Manager will be responsible for strengthening existing volunteer programs, building new ones, and ensuring volunteers are given the support and training needed to contribute. This includes evaluating and improving staff and volunteer relations, volunteer policies, programs, and practices.

The person filling this position will work with staff and existing volunteers to recruit community leaders and mobilize new volunteers to strengthen the capacity of the organization. They will meet with committee chairs and other volunteer leaders to improve outreach and determine what is needed to enhance the productivity and satisfaction of the volunteers they oversee.

The Manager will work closely with the Director of Programs to support the strategic plan and execution of programs that engage staff and volunteers to accomplish the organization's mission.

Responsibilities:

- Create and maintain program case statements including mission and purpose.
- Develop multi-year program plans and budgets which further the organization's Mission, Objectives, Strategies, and Tactics.
- Address demand for volunteers by continuing to improve our outreach, recruitment, screening, and interview programs.
- Develop materials, curricula, and recognition for a comprehensive Trail Conference University program. Assist with field-based trainings and workshops.
- Develop and implement strategies to expand volunteer growth and retention while increasing participation, engagement, and satisfaction.
- Prepare individuals looking to make a service commitment by establishing and implementing orientation and training programs and creating service opportunities specific to both organizational goals and individuals' objectives.
- Plan and manage effective recognition programs.
- Collect and analyze data using our CRM system to help complete reports.
- Oversee volunteer compliance with regulatory agencies.
- Oversee the training, supervision, and evaluation of Volunteer Engagement team personnel.
- Encourage a collaborative environment for staff, Conservation Corps members, and volunteers.

Desired Qualifications:

- Professional experience with volunteer leaders and volunteer management plans/systems
- Experience with creating and documenting workflows and processes
- Consensus builder and team member capable of managing diverse opinions and workstyles
- Demonstrated ability to recruit, train, manage, and motivate individuals looking to make a service commitment to the Trail Conference

- Strong organizational and time management abilities
- Excellent written and verbal communications skills

Supervision and Work Environment:

The Volunteer Engagement Manager reports to the Director of Programs. In addition, they will work strategically with other staff to provide volunteer services to all departments. The Manager is expected to prioritize their work to meet the day-to-day demands and ongoing assignments. Working with volunteers often takes place after normal work hours, so flexibility to work evenings and weekends is a requirement for the position.

Based in Mahwah, New Jersey, this is a full-time position beginning immediately. It offers a full-time, competitive salary with health and retirement benefits and opportunities for learning.

While work performed at the Trail Conference's headquarters is preferred, remote and hybrid work arrangements may be used to allow staff members to fulfill some or all their duties from an off-site location. Enabling remote and hybrid work is a strategic business decision, in addition to being a benefit for staff members, and is consistent with the Trail Conference's culture, including:

- Creating a highly engaged, equitable, diverse, and inclusive workforce.
- Attracting and retaining staff members by providing a work environment that is supportive, productive, and flexible.
- Sustaining a highly collaborative culture.
- Fostering an environment for continued productivity, improvement, and excellence.
- Empowering decisions that prioritize both business needs and staff member preferences.
- Reducing our environmental impact and aligning with the organization's sustainability goals.

For these reasons, we encourage the use of remote and hybrid work arrangements and flexible scheduling when appropriate and when in alignment with the needs of the teams. Approval for such arrangements is granted at the discretion of the Trail Conference management and is subject to ongoing and periodic review. The determination of staff member eligibility for remote and hybrid work will be made in accordance with organization's Hybrid Work Policy and the needs of the organization.

The Trail Conference believes that the joys of nature belong to everyone, regardless of race, ethnicity, gender, gender identity, age, disability, national origin, or religion. We pledge to uphold equality in our hiring and employment practices and to create an environment where everyone, from any background, can do their best work.

Compensation:

The salary range is between, \$45,000 - \$55,000 and commensurate with experience. The Trail Conference proudly provides a full range of benefits including employer subsidized health care, matching 403(b), complimentary membership, eighteen+ paid vacation days, nine paid sick days, and twelve paid holidays.

Application:

To apply, please submit the following items via email attachments (start all attachment file names with your last name) to [jobs@nynjtc.org](mailto:jobs@nynjtc.org), subject line: *Volunteer Engagement Manager: "Your Last Name"*. All application materials will be kept confidential.

1. A professional resume.
2. A cover letter addressing your interest and qualifications.
3. Contact information for three references.

This position is available until filled. Candidate interviews will begin immediately and continue until an offer is made. **No calls, please.** Check [www.nynjtc.org/job-openings](http://www.nynjtc.org/job-openings) to determine if the position is filled.

### Employment Opportunities

The New York-New Jersey Trail Conference provides equal opportunities to all employees and applicants for employment without regard to race, religion, color, age, sex, national origin, sexual orientation, gender identity, genetic disposition, neurodiversity, disability, veteran status, or any other protected category under federal, state, and local law. We pledge to uphold equality in our hiring and employment practices and to create an environment where everyone, from any background, can do their best work.

### About Us

For more information about the New York-New Jersey Trail Conference, please visit <https://www.nynjtc.org/about-us>