



POSITION ANNOUNCEMENT

Date of Notice: October 5, 2026
Name of Position: Volunteer & Community Engagement Manager
Respond to: Pathfinders
4200 North Holton St, STE 400
Milwaukee, WI 53212

Closing Date: When filled
Status: Fulltime
Contact: hr@pathfindersmke.org

Job Purpose and Reporting Structure:

Under the direction of the Senior Manager of Individual Giving, the Volunteer & Community Engagement Manager will manage and implement strategies that mobilize people to give, advocate for and volunteer/serve as interns at Pathfinders. The Volunteer & Community Engagement Manager works collaboratively with all programs to assist with the recruitment of their volunteer/intern staffing positions. As a member of the Development & Communications team, this person contributes to the overall department's goals of deepening donor engagement.

Essential Duties and Responsibilities include the following:

- Recruit, select, train, retain, monitor and recognize volunteers and interns (unpaid staff) placed throughout Pathfinders' broad array of services.
- Recruit & Select
 - Lead community outreach efforts to recruit a diverse pool of volunteers and interns
 - Respond to all volunteer inquiries
 - Maintain and expand public listings regarding volunteer opportunities, including but not limited to United Way
 - Screen, interview and select volunteer and intern candidates
- Train
 - Update curriculum and related materials for all volunteer trainings, in partnership with HR; seek input from program partners
 - Assist with the implementation of continuing education for volunteers/interns in conjunction with program staff, as needed
- Retain/Recognize
 - Provide follow up and support for all volunteers/volunteer supervisors
 - Create, manage and organize volunteer appreciation activities in conjunction with the Development & Communications team
- Monitor
 - Maintain tracking of volunteers and volunteer opportunities in Donor Perfect database; run agency reports, as needed
 - Manage single-day corporate/group volunteers
 - Create and manage meaningful engagement opportunities for the community to support Pathfinders.
 - Research, secure and steward individual, corporate, faith-based donors and other organizations for the solicitation of in-kind goods, Drop-In Center meals and year-end holiday gifts and other items.
 - Develop and manage the delivery/pick-up schedule of in-kind donations with donors.
 - Exercise discretion regarding acceptance and/or disposal of donated goods and maintain donor relationships.
 - Provide donation information for Donor Perfect data entry and donor acknowledgement.
 - Work with program staff to ensure the proper processing of donations and needs.
 - Represent the organization at public events and public speaking opportunities.
 - Serve as the organization's point of contact with the United Way campaign for holiday giving, corporate volunteer activities and corporate donation drives.
 - Work cooperatively and effectively with all departments/programs to coordinate volunteer needs and maximize volunteer resources and assistance.
 - Maintain volunteer records and complete necessary reports of activities, inputs, outputs and outcomes. Maintain intern timesheets and data entry of hours worked.
 - Participate in all program and agency meetings, trainings and development opportunities as necessary.
 - Other duties may be assigned.

Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Requires education generally equivalent to a Bachelor's degree in communications, political science, human services or similar field. Experience with recruitment and management of paid or unpaid staff is helpful but not required.
- Experience working effectively within nontraditional youth settings with a diverse population of adolescents and young adults is required.
- Must possess excellent communication, interpersonal and conflict resolution skills.
- Proficiency in *Microsoft Word*, *Excel* and *Outlook* computer programs is required.
- Must be able to work both independently and as part of a team within the parameters of the project, and to work in a changing environment where there is frequent exposure to stressful/crisis situations. **Must be willing to work occasional evening and weekend hours.** Must be organized, reliable and demonstrate the ability to maintain privileged donor, intern and client information. Ability to frequently use standard office equipment. Ability to generate reports for use by others.

Education

Requires education generally equivalent to a Bachelor's degree in communications, political science, human services or similar field. Experience with recruitment and management of paid or unpaid staff is helpful but not required.

Additional Information

Salary range starting at \$37,000 annually. Excellent benefits package includes health/dental, short- and long-term disability insurance, life insurance, and generous paid time off plan. This position is union eligible and a great opportunity to join a caring and committed team of professionals.

Response

Send letter of interest, current resume and salary expectations via email to hr@pathfindersmke.org. Please specify which position you are applying for. Organizational information can be found at www.pathfindersmke.org. No phone calls will be accepted.

An Equal Opportunity Organization

Pathfinders is deeply committed to diversity in all that we do. We welcome applications from all individuals including those who mirror the diversity of our youth and the community we serve.