

Program Manager

OVERALL RESPONSIBILITIES

Provide support for our volunteer steward programs to ensure effective operations, a positive steward experience and ensure we jointly deliver on the McDowell Sonoran Conservancy's mission. Create a new volunteer program to provide opportunities for periodic volunteering. Raise awareness of the Conservancy's role outside of the McDowell Sonoran Preserve and focus on ensuring our stewards and volunteers represent our broad community.

RESPONSIBILITIES INCLUDE

Steward Programs

- Partner with COO to enhance the steward experience from initial application through their service.
- Manage our volunteer software/system which includes scheduling activities, managing custom fields and qualifications, reporting, data quality and analytics. Provide assistance to stewards as required.
- Manage communications to stewards and volunteers including weekly and periodic newsletters, volunteer system and other appropriate tools.
- Partner with stewards to deliver their annual recognition event including identification and consideration of candidates, appropriate awards, brochure production and delivery of the event.
- Manage the onboarding of new stewards from expression of interest through to qualification as a steward. Partner with stewards to ensure stewards progress from initial training through to a qualified steward.
- Partner with stewards to focus on steward engagement including analytics around retention and engagement. Formalize and implement plans as required.
- Manage periodic steward surveys including designing and running the survey, collating and reporting on results, creating and implementing action plans to address any issues.
- Partner with the COO and steward leadership to ensure the steward organization is engaged and partnering with staff to meet the strategic objectives of the organization.
- Lead the stewardship aspects of our website. Develop new materials as required.
- Collaborate with the City of Scottsdale as required for our steward programs to ensure compliance with City and other governmental / similar contracts and to ensure effective operations.

Volunteer Program

- Create and implement an effective volunteer program for periodic volunteering. Manage the "intake" process including developing roadshow(s), processing applications, database input, communications, etc. Ensure there is sufficient volunteer support for large events and there is sufficient work for the volunteer population
- Other duties, as assigned

CANDIDATE QUALIFICATIONS

- Bachelor's degree in related field
- 2 or more years of experience in this field
- OR equivalent combination of education and experience in related/applicable areas.
- Ability to plan, schedule, provide structure, set expectations, and follow-up on results
- Must have exceptional attention to detail, able to multitask, be organized, fast, efficient, skilled at prioritizing and meeting deadlines and excel in a fast-paced environment with the ability to keep a positive outlook under pressure.
- Ability to interact well with a wide variety of people, including stewards, volunteers, City officials, and the public
- Advanced computer skills including Microsoft Office Suite.
- Excellent writing and public speaking skills
- Ability to take initiative and work independently; knowing when to seek assistance



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- Must be able to pass a standard background check
- A valid driver's license and access to reliable transportation
- Ability to lift up to 30 pounds on a regular basis

Preferred skills and experience

- Prior work with a large, complex volunteer organization

Like all of our staff members, this role is expected to contribute to a culture based upon respect, teamwork and collaboration. Adaptability, creativity, and a passion for the environment and the Conservancy are a must.

Working Conditions

Work is performed in an office setting as well as outdoors. Some local travel to meetings is required.

INSTRUCTIONS – HOW TO APPLY

A complete application contains the following items:

- A cover letter, not to exceed one page.
- A comprehensive resume or curriculum vitae.

Items should be saved together in one PDF (.pdf) or Word document (.doc or .docx), and saved with a file name in the following format:

LastnamePMAApplication.pdf or LastnamePMAApplication.doc or LastnamePMAApplication.docx

Complete applications should be attached to an email message and sent to

jobs@mcdowellsonoran.org. Applications will not be accepted through any other means.

Application Submission Deadline: Open Until Filled

The McDowell Sonoran Conservancy provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. The McDowell Sonoran Conservancy complies with applicable state and local laws governing non-discrimination in employment. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfers, leaves of absence, compensation, and training.