

Alabama Governor's Office of Volunteer Services

Alabama State Service Commission

Volunteer Engagement and Communications Director

Position Type: Full-Time, Appointed

Location: Montgomery, Alabama

Schedule: 8:00 am to 5:00 pm

Pay Range: \$55,375.20 - \$67,348.80

Reports To: GOVS Director

Application: Resume, Cover Letter

This is a full-time appointed position with the State of Alabama in the Governor's Office of Volunteer Services (GOVS). This non-merit position is in Montgomery, AL and serves at the pleasure of the Governor. The position offers a competitive salary and state benefits including health insurance, retirement, and annual and sick leave.

THE STATE OF ALABAMA IS AN EQUAL OPPORTUNITY EMPLOYER. AmeriCorps Alums and individuals with national service experience are strongly encouraged to apply.

GOVERNOR'S OFFICE OF VOLUNTEER SERVICES MISSION

The Governor's Office of Volunteer Services is the Alabama State Service Commission, and our mission is to increase an ethic of service and volunteerism in the State of Alabama, strengthen the capacity of Alabama's faith and community-based organizations, and promote collaboration among individuals and organizations striving to meet some of the greatest needs in our state. GOVS endeavors to assist organizations to successfully use national service and volunteerism as a strategy to fulfill their mission and meet community needs.

POSITION DESCRIPTION

GOVS is seeking a highly self-motivated, resourceful, and organized self-starter. This position requires high-level organizational skills, the ability to set goals and priorities and work well in a team environment. Must be solutions-oriented and enjoy the challenges of a growing and evolving service-oriented organization and working with various organizations, including faith-based and grassroots community organizations.

The Volunteer Engagement and Communications Director is a management position at GOVS and serves as part of the GOVS leadership team. This position develops, promotes, and evaluates activities that grow leadership of volunteerism and serves the primary role in the development, coordination and implementation of the overall communications effort of the agency.

This position is responsible for statewide efforts and initiatives that increase the engagement of volunteers. Supports implementation of the Volunteer Generation Fund (VGF) grant and other grants to develop and strengthen relationships with volunteer connector organizations across the state, support grants to engage volunteers for National Days of Service, build the capacity of organizations to engage volunteers, and promote national service and volunteerism in Alabama. Position supports volunteer recruitment, retention, and recognition programs, including supporting communities in times of disaster through volunteer and donation management and facilitating training for volunteer managers.

This position supervises and manages daily responsibilities of communications, volunteer engagement and outreach staff. Includes daytime travel and limited overnight travel. May report to a Joint Field Office during the response and recovery periods of a declared disaster (in-person and/or virtually). Stakeholders include federal, state, and local government, nonprofits, community-based organizations, faith-based groups and business volunteer groups.

PRIMARY RESPONSIBILITIES

Communications

- Direct and oversee the Commission's volunteer engagement and communications function.
- Responsible for website content and updates for ServeAlabama.gov and ReadyAlabama.gov.
- Responsible for social media content and updates for [Serve Alabama](http://ServeAlabama.gov) and [Ready Alabama](http://ReadyAlabama.gov).

- Responsible for press release development and media relations for Serve Alabama and Ready Alabama.
- Responsible for communications role associated with AmeriCorps and GOVS' EOC /Emergency Activation response before, during and after disasters.
- Responsible for content creation, graphic design, video acquisition and editing for promotions and events.
- Assisting in planning and implementational of workshops, conferences, and public events.
- Serve as GOVS Communications liaison

Volunteer Engagement and Outreach

- Responsible for recruitment, retention, and recognition activities to increase volunteerism across the state. Includes management of volunteer database systems; awards programs/initiatives.
- Develop and maintain policies and procedures for the efficient and effective utilization of resources to promote national service and volunteerism.
- Coordinate training and technical assistance to build capacity of organizations to engage volunteers.
- Provide leadership on initiatives focused on volunteer engagement, service-learning, and youth service.
- Convene and meet with volunteer connectors to determine capacity needs, establish best practices, and monitor the volunteerism landscape across the state.
- Manage GOVS service projects and special volunteer initiatives, as needed.
- Assist with grant writing and reporting to stakeholders such as AmeriCorps, the federal agency.
- Provide program and fiscal oversight for volunteer funded programs

Other Duties

- Serves on internal and external teams and workgroups tasked with developing or revising guidelines, policies, and processes.
- Represent the office at meetings/trainings/conferences and promote existing and new programs.
- As necessary, this position may engage and supervise volunteers, interns, fellows, or other junior staff.
- May perform other related duties as assigned.

MINIMUM QUALIFICATIONS

- 2 - 5 years of relevant or transferable work experience; 3 - 4 years of relevant work experience preferred.
- Graduation from an accredited college or university with major coursework in a relevant field, such as Political Science, Public Administration, Emergency Management, Business, Communications, Public Policy, or (in special cases equivalent work experience may be substituted).
- Requires two years of responsible administrative experience in a public or community service organization.
- Experience working with a wide range of organizations and planning volunteer/service projects, preferred.
- Peace Corps, AmeriCorps, or other national service experience preferred, but not required.
- Ability to work flexible hours and travel independently in and out of state. Valid driver's license required.
- Ability to develop and maintain high-level professional coaching, monitoring, and collaborative relationships, and commitment to teamwork.
- Ability to prioritize, problem-solve, and get things done calmly in a fast-moving environment.
- Computer competency, including Office 365 programs (SharePoint, Outlook, Teams, Word, Excel), social media platforms, various online training platforms, Zoom, Dropbox; knowledge of Galaxy Digital a plus.

DESIRED KNOWLEDGE, SKILLS AND ABILITIES

- Ability to develop and manage a supportive agency function program.
- Ability to analyze problems and adopt an effective course of action.
- Ability to develop, install and evaluate new and revised methods, procedures, and performance standards.
- Ability to exercise judgment and discretion in developing, implementing, and interpreting departmental policies and procedures.
- Demonstrated strong cultural competency of various communities/residents & strong skills with written and oral communications skills as well as customer service skills.

- Knowledge of local, state and national service and volunteer network is desirable. Strong demonstrated commitment, passion and belief in the power of service and volunteerism.
- Experience managing and supporting volunteers. Knowledge of volunteer management practices.
- Experience developing and delivering and/or facilitating training in-person and via webinar technology.
- Knowledge of principles, practices, and techniques related to designing effective engagement strategies, communication, collaborative decision making, consensus building, and meeting facilitation.

To apply, send cover letter and resume, and completed Supplemental Questionnaire to Info@ServeAlabama.gov. Include "Volunteer Engagement and Communications Director" in subject line.

Closing Date: Open until filled. Interviews will begin immediately.

For more information about our office, please visit www.ServeAlabama.gov.