

LADDER UP

Position Description: Volunteer Program Manager

Organization Background

Ladder Up is an entrepreneurial, Chicago-based nonprofit dedicated to providing free financial services to hardworking, low-income families and individuals. Through free tax return preparation, college financial aid application assistance, and financial education, Ladder Up helps its clients access the resources they need to move up the economic ladder. Since 1994, Ladder Up has served more than 317,000 clients, helping them secure an estimated \$562 million in economic benefits.

Position Description

As Volunteer Program Manager, you will have a number of responsibilities related to volunteer recruitment, training, and management, in addition to acting as a site leader at Tax Assistance Program (TAP) sessions throughout the winter and contributing in other areas of the organization when needed. There are currently more than 800 volunteers active in the Tax Assistance Program.

Volunteer recruitment: Ladder Up recruits many of its volunteers through relationships with 40+ corporate, academic, and non-profit partners. You will be responsible for fostering relationships with these partners to sustain and increase their involvement. You will meet and correspond with corporate champions and lead contacts on a regular basis to recruit volunteers, schedule trainings, arrange group volunteer sessions, and report on results. You will also help develop new partnerships with interested companies and organizations and seek out new ways to engage individual volunteers.

Volunteer training: You will work with the TAP Manager to develop and refine the volunteer training curriculum, online resources, and training platform. You will work with the TAP Projects Coordinator and lead contacts at partner companies and universities to schedule all volunteer trainings. We will help you develop the expertise to facilitate training sessions, assisting the lead trainer and answering individual questions posed by volunteers.

Volunteer management: You will correspond with members of the volunteer corps through newsletters, emails, direct mailings, and phone calls. You will keep volunteers updated on new developments and urgent needs and will respond to individual questions and requests. You will work with the TAP Manager to assign individual volunteers and volunteer groups to specific tax sites and work with a team of volunteer site leaders to ensure efficient operation of tax sites. You will also manage the process for tracking and reporting volunteer involvement.

Volunteer engagement: You will organize volunteer events throughout the year and strategize on ways to keep volunteers engaged from year to year.

As a Ladder Up staff member, you will participate in TAP sessions throughout the tax season, serving as a site leader and quality reviewer when necessary. You may also be called upon to help with projects in other areas of the organization as needed.

Qualifications

Mandatory Job Qualifications

- 2-3 years project management experience
- Excellent oral and written communication skills
- Professional demeanor, maturity, and strong interpersonal communication skills
- Experience managing and updating websites (WordPress is a plus!)

- Quick learner who can work well independently
- Highly organized, detail-oriented and flexible in a dynamic environment
- Ability to work with diverse populations
- Proficiency in Microsoft Office applications
- Flexibility and willingness to work nights and weekends during the tax season
- Strong work ethic

Desired Qualifications

The most successful candidate will be a dedicated team member who is able to think strategically about the ongoing challenges and opportunities involved in running a large-scale volunteer program. The ability to react quickly and creatively in a fast-paced environment is crucial. This role requires strong written and verbal communication skills as well as the ability to effectively manage many projects at once. The ability to prioritize and meet deadlines is paramount to success in this position.

To Apply

Send a resume and cover letter to Ladder Up Operations Manager Jeanne Marie Olivieri at jolivieri@goladderup.org