

Emily Johnson

Senior Volunteer Manager



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📍 New York, NY

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Summary

Results-driven Senior Volunteer Manager with 8+ years of experience in volunteer management, program development, and community engagement. Proven track record of increasing volunteer retention by 35% and program participation by 25% through strategic planning and team leadership.

Experience

Senior Volunteer Manager

Jan 2018 - Present

VolunteerHub

New York, NY

Oversee daily operations of volunteer programs, including recruitment, training, and retention of 500+ volunteers. Collaborate with cross-functional teams to develop and implement strategic plans, resulting in a 40% increase in volunteer engagement.

- Develop and manage volunteer programs, resulting in a 25% increase in program participation
- Recruit, train, and retain volunteers, with a 35% increase in volunteer retention
- Collaborate with cross-functional teams to develop and implement strategic plans
- Manage and analyze program data to inform decision-making and improve program efficacy

Volunteer Coordinator

Jun 2015 - Dec 2017

CommunityFirst

Chicago, IL

Coordinated daily volunteer activities, including scheduling, training, and supporting 200+ volunteers. Developed and implemented volunteer recognition programs, resulting in a 20% increase in volunteer satisfaction.

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- Developed and implemented volunteer recognition programs, resulting in a 20% increase in volunteer satisfaction
- Collaborated with staff to develop and implement program curricula
- Managed and analyzed program data to inform decision-making and improve program efficacy

Education

Bachelor's

2008 - 2012

University of Michigan

Ann Arbor, MI

Nonprofit Management

3.5

Certificates

Certified Volunteer Administrator (CVA)

2015

Council for Certification in Volunteer Administration

Demonstrated expertise in volunteer management, including program development, marketing, and evaluation.

Skills

Volunteer Management
Program Development
Community Engagement
Strategic Planning
Team Leadership
Data Analysis
Communication
Marketing

Languages

English Native

Spanish Intermediate

Awards

Volunteer Manager of the Year 2019

National Volunteer Management Association

Recognized for outstanding contributions to volunteer management, including innovative program development and exceptional leadership.

References

Jane Doe, Executive Director

Supervisor jane.doe@volunteerhub.org

John Smith, Program Manager

Colleague john.smith@communityfirst.org

Hobbies

Hiking

Reading