Chapter and Volunteer Services Program Manager

**Application Closing Date:** December 22, 2023

**Anticipated Start Date:** January 2024

**Position Summary:**
A Pheasants Forever and Quail Forever Chapter and Volunteer Services Program Manager will be responsible for creating, designing, and maintaining all systems utilized by the Regional Representative team and chapter volunteers. This position will serve as the point person for various strategic initiatives and technology-related tasks that directly impact our ability to recruit and retain volunteers and our fundraising efforts at the grassroots and national levels. Experience in various software programs, including Microsoft Dynamics, Azure DevOps, Microsoft 365, SharePoint, and others, will be essential in managing projects and ensuring smooth operations. The Chapter and Volunteer Services Program Manager will play a vital role in driving the success of the Regional Representative team and our chapter volunteers. This individual’s expertise in managing systems and implementing technological advancements will contribute to our mission by enabling us to achieve organizational goals and deliver impactful conservation outcomes to the uplands more effectively and efficiently through the use of technology.

**Responsibilities and Expectations:**
- Advance the organization’s strategic priorities.
- Develop, design, and maintain systems used by the Regional Rep team and chapter volunteers to increase memberships, fundraising, contributions, and reporting.
- Serve as the main contact for the Uplands Fundraising Point of Sale app, Chapter Resource Portal, CMS reports, CRM issues and updates, membership issues related to the Regional Rep team, online ticketing programs, and Microsoft Teams issues and updates.
- Collaborate with Regional Rep leadership to provide data driven chapter start strategies.
- Collaborate with the Graphics Department on the Print on Demand site, Click Dimensions, and other marketing materials to enhance communication and marketing efforts.
- Oversee the rollout and ongoing maintenance of the Chapter Health Check program to increase reporting and chapter contributions.
- Utilize CRM, Azure DevOps, Microsoft 365, SharePoint, and other tools to manage projects related to the Regional Rep Team and our volunteer chapters.
- Work closely with the Regional Rep team to address field issues and provide necessary support.
- Collaborate with Regional Rep leadership to help achieve strategic goals within our team, including adoption of online events, chapter starts, and chapter contributions.
- Coordinate with the IT department and external developers to ensure new technologies align with the needs and capabilities of our volunteers and support organizational objectives.

**Minimum Qualifications:**
- A passion for Pheasants Forever and Quail Forever’s mission.
• B.A. or B.S. degree or significant relevant volunteer and chapter development, fundraising, and conservation delivery experience.
• Experience in CRM, Azure DevOps, Microsoft 365, SharePoint, and other relevant software programs.
• Excellent project management skills with a proven track record of successfully managing complex initiatives.
• Exceptional organizational and problem-solving abilities.
• Effective communication and interpersonal skills to collaborate with diverse teams.
• Detail-oriented mindset with a commitment to accuracy and quality.
• Knowledge of volunteer management and non-profit organizations.
• Flexibility to adapt to changing priorities and work in a dynamic environment.

**Compensation and Location:** Competitive starting salary commensurate with experience and qualifications + benefits (see our benefits summary at [www.pheasantsforever.org/jobs](http://www.pheasantsforever.org/jobs)). Location is remote.

**To Apply:** Please combine your cover letter, resume, and three references in a Word document or PDF file before uploading to the “Resume” section of your application on our recruitment website, [www.pheasantsforever.org/jobs](http://www.pheasantsforever.org/jobs). Your cover letter should share why you are interested in the position.

**For more information:** Contact Tom Fuller, Vice President of Chapter and Volunteer Services, at 319-321-9775 or tfuller@pheasantsforever.org.

*Pheasants Forever, Inc and Quail Forever is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, sex, sexual orientation, gender identity, age, status as a protected veteran, status as a qualified individual with disability, or any other category that may be protected by law.*