# VOLUNTEER ENGAGEMENT

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# DESCRIPTION:

Elected or appointed volunteer responsible for managing the volunteer engagement experience of chapter volunteers: including recruitment, retention, recognition and leadership development training in accordance with chapter policies and bylaws.

# RESPONSIBILITIES:

## 1 Recruitment

* Identify and develop programs to involve, develop, and engage volunteer members.
* Provide awareness of volunteerism with PMI at the local and global levels.
* Manage the chapter’s use of PMI’s Volunteer Relationship Management System (VRMS).
* Communicate volunteer opportunities to chapter members.
* Develop and conduct volunteer orientation for all new volunteers including an overview of the chapter volunteer structure, volunteer roles, responsibilities, and deliverables.

## 2 Retention

* Ensure a satisfactory volunteer experience that enhances volunteer retention.
* Ensure the volunteers are treated fairly and ethically and handle any disputes.
* Maintain chapter volunteer contact list.
* Understand and leverage the experience of volunteers and direct them to various initiatives in the chapter.

## 3 Recognition

* Develop and administer volunteer recognition programs.

## 4 Leadership Development Training

* Develop volunteers’ skills and knowledge to serve in their volunteer roles.

## 5 Other

* Oversee, administer, and build awareness of the chapter’s (and PMI’s) volunteer policies, procedures, and guidelines.
* Oversee and manage the chapter’s volunteer programs and services.
* Ensure verification and validation of volunteer project outcomes against the defined objectives.
* Chair the volunteer engagement committee, if applicable.
* Develop and implement succession and transition plan for the role.

# BUSINESS ACUMEN SKILLS:

* Ability to use volunteer management software tools to match volunteers’ skills with interests
* Proficient in email communications (e.g., MS Outlook, Google Mail)
* Understanding of volunteer recruitment methods and tools, such as PMI’s VRMS
* Understanding of best practices in volunteer resource management
* Understanding of best practices in volunteer recognition and appreciation programs

# POWER SKILLS:

* Coaching and mentoring
* Persuasion/motivation
* Team building

Functional Areas and Associated Roles and Responsibilities

Chapter Volunteer

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