Volunteer Center Manager

Job Title:	Volunteer Center Manager
Classification:	Full-time Exempt
Location:	Volunteer Center, American Fork, Utah Evenings and weekends: This role requires working one to two evenings per week and occasional weekends to support Volunteer Center operations.
Supervisory Role:	Yes
Travel Required:	TBD

About the Organization

Days for Girls International (DfGI) is an award-winning non-profit that has reached more than 3.9 million women and girls in 145 countries on six continents with quality, sustainable menstrual care solutions. With a mission to "Create a World Where Periods Are Never a Problem", we are working to shatter the stigma and limitations associated with menstruation by reaching six million people by 2029, providing access to menstrual health education, products, and advocacy by supporting the life-cycle of the menstrual experience at school, work, home, and in times of crisis. Our core values guide everything we do, including hiring decisions. These include:

- **Locally-led, Globally Connected**: Those closest to the problem are closest to the solution.
- **Menstrual Dignity for All:** Inclusive, community-centered approach to generational change.
- **All About the Data:** We listen, learn & evaluate to create innovative programs.
- **Make it Happen:** Responsive, sustainable solutions to meet menstrual needs now & in the future.
- **Joy-fueled:** We bring joy to our work and celebrate every cycle.

DfG is an equal-opportunity employer that values diversity, equity, and inclusion. We do not discriminate on the basis of race, ethnicity, religion, national origin, sexual orientation, gender identity, age, marital status, veteran status, or disability status. Women, BIPOC, and LGBTQIA2S+ people are strongly encouraged to apply.

Position Overview

The Utah Volunteer Center Manager provides overall leadership and is responsible for the success of the Volunteer Center, its staff, and core volunteer teams. Directly supervising 2–3 staff members and leading a community of 60–90 weekly volunteers, this role builds a welcoming, inclusive, and mission-aligned culture where people feel valued, connected to the Days for Girls community, and inspired by the impact of their service.

The Manager oversees daily operations, including inventory, quality control, kit assembly, order fulfillment, volunteer engagement, facilities, and financial performance. Bringing together people, materials, and processes, this role ensures the Center operates efficiently, fulfills commitments, and continually strengthens its systems and capacity to grow—ultimately helping reach two to three times as many girls over the next three to five years.

This role requires working one to two evenings per week and occasional weekends to support Volunteer Center operations and service events.

Key Responsibilities

Leadership & Culture

- **Provide strong, consistent leadership.** In partnership with the Utah Volunteer Center Manager and Shop Coordinator, help establish, maintain, and continually strengthen the culture, operations, and overall effectiveness of the Volunteer Center.

- **Keep the Volunteer Center moving toward its objectives.** Meet weekly with the Volunteer Center Leadership Team to review objectives, discuss challenges, problem-solve, and think creatively about solutions and opportunities.
- **Continuously improve.** Regularly evaluate systems and processes, looking for opportunities to make things better, more efficient, and more effective. Take initiative in implementing improvements.
- **Create a vibrant, welcoming community hub.** Ensure the Volunteer Center has a positive, inclusive, and mission-aligned culture. Everyone who walks through the doors should have a positive experience, feel part of the Days for Girls community, and have the opportunity to experience the joy of service and make a tangible difference in the lives of girls around the world.
- **Protect and champion our inclusive, nonpartisan culture.** Days for Girls is nonpolitical and nonreligious, bringing people together around a shared commitment to transforming how the world understands and experiences menstrual health. In a world where so much divides us, the Volunteer Center is a place where people from all walks of life can come together in service of something we can all believe in: ensuring every girl has what she needs to thrive. The Community Engagement Coordinator plays an important leadership role in ensuring everyone feels welcome, included, and connected through our shared mission.
- **Direct Supervisor for DfG Shop Coordinator, Community Engagement Coordinator, and Intake Specialist.** Provide strong, collaborative leadership to support the Volunteer Center staff team, setting clear expectations, providing guidance and feedback, and ensuring the team has the resources and support needed to succeed.

Inventory, Quality & Fulfillment

- Directly recruit, train, schedule, and oversee the Intake Team.
- Manage component intake, quality control, organization, and inventory records, sharing quality feedback with the Days for Girls International Programs Team.
- Work closely with the Programs partnership lead and Chapters Team to ensure every partnership order is fulfilled accurately and on time.
- Oversee kit assembly, packing, and shipping so high-quality kits get out the door as often as needed.

- Use spreadsheets and tracking systems to monitor each stage of the process, understanding how component supply, volunteer capacity, assembly, and shipping depend on one another.
- Alert relevant teams early to shortages, supply chain concerns, or capacity issues that could affect delivery.
- Actively work towards the goal of the Volunteer Center scaling to reach 2X-3X the number of girls over the next 3-5 years.

Volunteer Engagement & Service Events

- Recruit, train, and support the Service Event Team to deliver carefully planned, engaging volunteer experiences and maintain a healthy mix of new and returning volunteer groups.
- Coordinate staffing, materials, check-in, orientation, training, and closing activities with the Community Engagement Coordinator.
- Help volunteers see the tangible difference their work makes for women and girls around the world.
- Lead volunteer engagement and retention for regular and weekly volunteers through regular recognition, appreciation events, and thoughtful acknowledgment of individual contributions.

Facilities & Financial Management

- Maintain clean, organized premises with attention to detail, readiness, and a welcoming environment.
- Coordinate signage, business licenses, volunteer forms, equipment upkeep, and health and safety procedures.
- Ensure safety equipment is maintained and designated staff and event volunteers receive CPR and first aid training.
- Carefully track expenses, donations, and revenue with Finance, identifying trends and opportunities to strengthen financial performance.
- Work toward the center covering its costs and eventually contributing financially to Days for Girls' wider mission.

Qualifications & Experience

- Demonstrated experience in leadership with a welcoming leadership style that builds a positive culture and helps volunteers feel included, valued, and motivated to return.
- Experience managing warehouse, fulfillment, volunteer center, or comparable operations, with attention to quality, organization, and timely delivery.
- Experience setting clear expectations, providing feedback, and helping team members be set up for success.
- Strong planning and problem-solving skills, with the ability to anticipate needs and coordinate materials, people, and deadlines.
- Confidence using spreadsheets and inventory systems to track supplies, orders, performance, and emerging concerns.
- Experience monitoring budgets, expenses, or revenue and using this information to guide decisions.
- Clear communication and dependable follow-through with colleagues, volunteers, suppliers, and partners.
- A practical, hands-on approach and a willingness to improve processes while keeping daily operations running smoothly.
- Commitment to Days for Girls' mission and enthusiasm for connecting local volunteer contributions to global impact.

Compensation and Benefits

- Shared cost group health, dental, and vision benefits
- Flex paid time off (Paid Time Off as per DfGI's policies and procedures)
- 401(k) retirement plan

Physical Requirements

- Prolonged periods of sitting at a desk and working on a computer.
- Occasional standing, walking, bending, and reaching, particularly when reviewing or organizing inventory or physical files.
- Ability to lift up to 25 pounds occasionally
- Visual acuity to read printed materials and computer screens.
- Manual dexterity for using a keyboard, calculator, and other standard office equipment.