Outreach, Volunteer and Operations Manager

Full time with benefits

Mill City Grows is hiring an Outreach, Volunteer and Operations Manager (OVOM). The OVOM position assists the Director of Programs in efficient management of all programmatic operations, program outreach and directly manages all volunteers. This is a dynamic position where a typical day may have you out working on gardens and farms alongside volunteers and later at a community outreach event. If you love engaging people in food justice, getting your hands in the dirt and supporting a hard working team through systems creation and maintenance, then this is the position for you! Oversight of the volunteer program includes engaging, training and leading community members of all backgrounds and abilities to provide needed skills in our Urban Farms and Gardens. The OVOM will also assist in managing other operations tasks including but not limited to improving racial equity and inclusion of all cultures and abilities, organizational scheduling, equipment maintenance, budget management, and program evaluation. Outreach duties include marketing efforts, strengthening community partnerships, and fundraising efforts. This role reports to the Director of Programs.

Role and Responsibilities:

- Build and maintain systems across programs, including tool and resource libraries, vehicle maintenance upkeep, and volunteer recruitment and deployment;
- Create solutions to operational challenges;
- Build a strong cohort of volunteers including individuals, groups, and corporate partners, and continue to grow our volunteer base through ongoing recruitment, gathering feedback, and implementing responsive program improvements;
- Manage volunteers in the field, including at Urban Farm sites, Community Gardens, Schools, Farmers Markets and kitchens;
- Support multilingual outreach strategies through content creation, marketing, engaging translators and interpreters, social media, in-person relationship building and other outreach strategies to help bring our program to Lowell's extremely diverse community;
- With the assistance of program managers, manage the recruitment & enrollment systems for Community Gardens, Gardener Training Program, Garden Leadership Institute, Farm to Table, and Farm Share Programs;
- Operate Specialty/Sponsored Markets;
- Track and monitor data as it pertains to evaluation, purchasing, budgeting and other administrative areas in support of programs
- Support fundraising, development, marketing and special events with program tours, site visits, volunteers, promotional material or information as needed.
**Qualifications:**
We are seeking a motivated candidate who is passionate about farming, gardening, food, and the role it plays in building community. The ideal candidate will be a seasoned manager, with experience motivating and leading diverse groups of people. They will have experience and strengths in gardening/farming, operations, volunteer management and outreach. Strong interpersonal and communication skills are a must, and candidate must be a self starter. Candidates must have the ability to not only see obstacles, but craft feasible solutions to meet goals; demonstrate a commitment to cultivating community and promoting equity and inclusion; be a great team player and passionate about food justice work; possess an interest in sustainability; have a love of learning, and a desire to grow professionally and personally; and have the desire and ability to go above and beyond to get the job done.

**Additional Qualifications:**
- Multilingual candidates are strongly encouraged to apply (Spanish, Khmer, Burmese, Arabic and Portuguese language skills a plus).
- Microsoft Office; Google Suite; Dropbox
- Excellent communication skills, written and oral.
- A criminal background check is required for this position.

Mill City Grows offers a strengths-based collaborative staff team, flexible work environment, with parking and accessible office location in Lowell. This position will require some evening/weekend hours to coordinate volunteer days and attend special events. Salary range is $40-45k. Benefits include: health, dental, & vision insurance, short term disability, 11 paid holidays, vacation, sick, & personal time, and fresh veggies!

**To Apply:**
Email cover letter and resume to hr@millcitygrows.org, with subject line: Outreach, Volunteer and Operations Manager
Please have 3 references upon request.
Mill City Grows is an Equal Opportunity Employer [http://www.millcitygrows.org](http://www.millcitygrows.org)