



**Democracy North Carolina**  
**Volunteer Program Associate**  
Job Description

**Organization Overview**

Democracy North Carolina (Democracy NC) works to strengthen democratic structures, build power in disenfranchised communities, and inspire confidence in a transformed political process that works for all. Through grassroots organizing, policy advocacy and research, and strategic communications, the nonpartisan organization aims to protect and advance voting access, ensure fair representation, and increase the participation of those historically underrepresented in the political process, especially people of color. For 30 years, this 501(c)3 nonprofit (and its predecessor, Democracy South) has taken on powerful institutions and politicians, regardless of party, and promoted reforms that expand public involvement in civic life. Democracy NC works closely and in coalition with reform-minded local, state, and national partners to achieve the policy outcomes and grassroots participation necessary for a just and equitable democracy.

**Position Overview**

The Volunteer Program Associate is responsible for recruitment, placement, management and retention of volunteers for Democracy North Carolina, providing key administrative and logistical support for the volunteer program at the central office, as well as coordination of projects for regional teams. Volunteer projects include data entry, phone/text banking, materials preparation and mailing, outreach to County Boards of Elections (CBOE), database work and other tasks as needed. This position is within the Operations Department.

**Volunteer Coordination**

- Update and implement the recruitment, screening, orientation, training and management process for Morrisville-based and select regional volunteers, as needed. Maintain up-to-date documentation.
- Develop and implement strategies to broaden the diversity of volunteers in the Triangle and other regions.
- Identify outreach opportunities to attract additional volunteers.
- Participate in various organizational team meetings to identify and maintain an inventory of programmatic requests for volunteer tasks; work with staff on project process and deadlines; coordinate a volunteer calendar; keep staff up-to-date on volunteer projects as assigned.
- Oversee tracking, documentation and evaluation procedures for the volunteer program.
- Maintain volunteer records in the organization’s online CRM database; provide periodic updates to director level staff.
- Set up and wrap up volunteer tasks to ensure that work has been done correctly; personally finish tasks that volunteers are unable to complete.
- Provide ongoing contact, support, and appreciation for volunteers via email, phone and in person (including volunteer appreciation events); reassign or dismiss volunteers as needed.
- Stay up to date on volunteer management best practices through readings, webinars.
- Assist in publicizing, creating and leading volunteer training as needed.

- Encourage all volunteers to engage and contribute to the organization in ways that are meaningful to them.

### **Specific Program Support**

#### **County Board of Elections (CBOE) Advocacy**

- Identify and assign key volunteers in select counties for CBOE Advocacy
- Track volunteer meeting attendance at select CBOE meetings
- Provide volunteers our data collection tools and ensure data reports are completed and returned in timely manner
- Contact CBOEs in target counties to collect report data when volunteers are not available

#### **Election Protection, Democracy Summer, Mobilization**

- Coordinate duplication and assembly of materials for large trainings, events and meetings
- Manage printing, photocopying, distributing and mailing of resources
- Organize evening and weekend phone and text banks during election seasons
- Support assignment of volunteers to polling sites via software tools

### **Volunteer Administration**

- Maintain up-to-date and well stocked inventory of Democracy NC voter education resources.
- Provide instructions (in-person and online) to volunteers and maintain training documents related to volunteer coordination and administration (ex: data entry process manual or materials originals binder)
- Proofread and edit documents and communications as directed
- Regularly check and respond to or route email from the info@democracy-nc.org email account; respond to and track external requests for information and materials
- Answer and direct calls from the main phone line when needed
- Other duties as assigned

### **Qualifications**

- Minimum of two (2) years of experience with volunteer management and supervision - recruiting, communicating with, training and holding volunteers accountable (*experience running an established volunteer program at a nonprofit organization highly desired*)
- Experience building relationships with people of diverse demographics (age, race, orientation, economic status, education, etc.), skills sets, personalities, and professional experiences
- Experience with maintaining accurate records, coordinating schedules/calendars and creating and overseeing mail/distribution processes
- Experience doing data entry and management in complex database program or constituent relationship management (CRM) software (*additional experience with the Voter Activation Network is a plus*)
- Familiarity with overseeing complex mail/distribution processes
- Strong command of Microsoft Office Suite and Google Suite (docs, sheets)
- Deep commitment to participatory democracy and racial, social and economic justice
- *Knowledge of North Carolina's history, culture and politics is a plus*

### **Skills and Attributes**

- **Superior people skills**, written and verbal communication skills, and phone manner
- Good instincts, excellent judgment of character, and discretion

- **Superior organizational skills and attention to detail**
- **Ability to multitask**, manage multiple projects, problem-solve, and complete work despite interruption; high capacity to negotiate competing priorities
- Ability to envision, plan, and oversee projects from start to finish with the involvement of multiple technologies, team members, and working parts
- **Flexibility, patience**, clear-headedness and sense of humor in a fast-paced and often chaotic working environment
- Ability to **learn software applications** quickly and train volunteers on them
- Ability to communicate effectively about the organization's mission, vision, priorities and issues
- Passion for and deep commitment to participatory democracy and racial, social and economic justice

**Salary Range:** \$48,000-\$55,000

**Benefits include:**

- Medical, dental, and vision insurance with 100% employee premium coverage and 50% premium coverage for domestic partner/spouse and/or children.
- Health Reimbursement Arrangement for out-of-pocket medical expenses up to 76% for employees and 38% for covered family members
- Free Telehealth for all employees and family members
- Employer-provided life insurance and ADD
- 9 paid holidays + 1 week office closure at year-end
- 30 days paid time off per year
- 403(b) retirement option with employer match
- Individual and team professional development opportunities
- Casual, flexible work environment with a commitment to employee wellbeing and work/life balance, currently operating as hybrid in-person/remote
- For specific questions about Democracy NC's benefits, please contact Hannah James (HR Associate) at [hannahj@democracync.org](mailto:hannahj@democracync.org)

**Application Process**

Please send the following to [jobs@democracync.org](mailto:jobs@democracync.org) with the subject line "Volunteer and Program Associate" and your name (no phone calls please):

- Cover letter with an overview of your professional background and interest in the position
- Resume

**Hiring Timeline**

- Applications will be reviewed on a rolling basis with a priority deadline of May 31. The role will remain open until filled.
- Applicants whose skills and qualifications most closely match the needs of this role will be invited to interview with a small panel of Democracy NC staff by early June.
- Within two weeks, select candidates will be invited to a second interview with another panel of Democracy NC staff, including the Operations Director (to whom this position reports.)
- We hope to extend a job offer to one candidate by mid-June. Job offers are contingent upon successful completion of reference and background checks. Only prior convictions that risk the safety of our staff or the security of the organization will be considered disqualifying.

Should you require any accommodation during the application process, please indicate this on your application and we will work with you to meet your accessibility needs. For any questions, suggestions or required documents regarding accessibility in a different format, please contact Hannah James (HR Associate) [hannahj@democracync.org](mailto:hannahj@democracync.org).

*Democracy North Carolina is an equal opportunity employer committed to workplace equity through ongoing learning, discussion, investment in training, and continual recommitment to [our core values](#). Our organization considers applicants equally of race, color, creed, religion, sex, national origin, disability, marital status, age, gender, gender identity, disability, sexual orientation, or prior record of arrest or conviction. We seek a workplace that reflects and embraces the full range of the nation and state's diversity.*