



POSITION: Volunteer & Membership Manager

STRUCTURE: Fulltime, salaried, exempt; evenings & weekends required

LOCATION: Richmond, VA. Time in the office is expected, as well as meetings and programs taking place across the Greater Richmond area.

BACKGROUND & Role Overview :

The Autism Society of Central Virginia (ASCV) is seeking an organized, community-focused Volunteer & Membership Manager who ensures families feel supported and connected to the ASCV community. This role builds meaningful relationships with families while coordinating and preparing the volunteers who make ASCV's programs and events possible across Central Virginia.

As ASCV grows, including expansion into a physical community space and a new membership structure, this position supports a consistent membership experience while ensuring volunteers are well-prepared, clearly informed, and effectively placed to support high-quality programs—especially community events. Serving as a primary point of connection for families and volunteers, the Volunteer & Membership Manager works closely with program, development, and communications staff to support engagement, smooth event execution, and ongoing program success. Grounded in ASCV's commitment to inclusive, affirming communities that celebrate neurodiversity, this role supports our mission to empower autistic individuals and their families through programs, advocacy, and education.

KEY RESPONSIBILITIES:

Volunteer Coordination for Ongoing Programming:

- Coordinate volunteers for regular programs and smaller-scale activities in collaboration with Program Team and Communications Team
- Maintain ongoing communication with program volunteers regarding schedules, expectations, and updates
- Ensure volunteers are oriented and prepared for their roles
- Track volunteer participation and maintain accurate records in our databases or tracking system
- Will complete background checks on volunteers in collaboration with the Operations Director and document in our Program Software

Volunteer Coordination for Annual Fundraising Events:

- Coordinate volunteers for ASCV's signature annual events—including the RVA Duck Race and Festival of Inclusion, 5K & Family Fun Day, golf outing, and Gala—working in partnership with the Events Director
- Recruit, schedule, and assign volunteers for both pre-event and event-day roles
- Provide clear, timely communication to volunteers, including schedules, responsibilities, and day-of logistics
- Serve as on-site manager for volunteers during events, managing volunteer needs and ensuring smooth execution on event days

Volunteer Stewardship & Communications:

- Build positive, ongoing relationships with volunteers through consistent communication, follow-up, and meaningful engagement
- Develop and implement a **model volunteer program** that supports sustainable volunteer recruitment, onboarding, training, and retention
Create and maintain clear **volunteer guidelines**, including age requirements, expectations for parent or guardian involvement for younger volunteers, and role-appropriate responsibilities
- Coordinate and track required **background checks** in accordance with organizational policies and program needs
- Send confirmations, reminders, day-of details, and thank-you messages to ensure volunteers feel informed and appreciated
- Collaborate with the Creative Marketing Manager to produce and distribute a regular volunteer newsletter highlighting opportunities, updates, and impact
- Support volunteer recognition and appreciation efforts
- Work in partnership with the Donor Engagement Director to strengthen the connection between volunteer engagement and donor stewardship efforts

Membership Engagement & Stewardship:

- Serve as a welcoming, relationship-focused point of contact for members
- Support member onboarding, renewals, and ongoing account management
- Respond to membership questions and needs in a timely, supportive, and solutions-oriented manner
- Prepare and maintain clear member welcome materials outlining programs, events, benefits, and opportunities
- Send routine reminders, updates, and stewardship communications to help members feel informed and connected
- Collaborate with the Communications Manager by contributing membership-related content for newsletters and other communications
- Support member tours, and engagement opportunities that strengthen community and connection to the center
- Support Community Events Coordinator with the planning and execution of 10 Member Events annually, such as the Trunk or Treat, Holiday Party, Pumpkin Patch, Pool Party, and other seasonal offerings
- Manage ASCV's Membership Benefits Program, including managing current and prospective partners, as well as conducting outreach to potential new community partners, supported by the Community Events Coordinator

Membership Growth & Retention Support:

- Support the design, rollout, and ongoing effectiveness of the organization's center-based membership model to enhance family engagement and participation.
- Help members understand and engage with new membership benefits, offerings, and use of the physical space
- Conduct basic outreach and follow-up with prospective and existing members to encourage enrollment and renewal
- Track and share member feedback, engagement trends, and common questions to help inform improvements
- Assist with maintaining accurate membership records and identifying opportunities to strengthen retention and participation

QUALIFICATIONS:

- Experience coordinating volunteers, programs, events, or community engagement efforts
- Strong organizational, interpersonal, and written communication skills

- Comfort working directly with families, businesses, and community members
- Ability to manage multiple priorities and meet deadlines in a dynamic environment
- Proficiency with basic office, database, and communication tools
- Experience in a nonprofit, membership-based, or community organization preferred
- Familiarity with volunteer or membership databases and tracking systems preferred
- Experience supporting events and contributing to newsletters or collaborative communications preferred

Work Environment & Additional Requirements

- Ability to work occasional evenings and weekends to support programs and member events
- Ability to work in a hybrid environment, including on-site presence at the center
- Ability to occasionally lift and carry up to 50 pounds, including program and event materials
- Ability to stand, walk, bend, kneel, squat, and sit on the floor for extended periods during events and programs
- Ability to navigate varied indoor and outdoor environments and support multi-hour activities

ADDITIONAL DETAILS:

Compensation: \$50,000-\$55,000, commensurate with experience and qualifications.

ASCV offers a competitive salary, health insurance, simple IRA with match, paid holidays, vacation and sick leave, a monthly phone stipend, and a collaborative, mission-driven workplace culture.

All offers of employment are contingent upon reference and background checks. ASCV is an equal opportunity employer; we celebrate diversity and are committed to creating an inclusive environment for all employees.

HOW TO APPLY

Please submit a resume and cover letter to **info@ascv.org**. No phone calls, please. Screening of applicants will begin on **January 31, 2026**, and will continue until the position is filled.