



Volunteer Engagement Lead

Hope Thrift: Tuckahoe

Reports to: Store Manager

Status: Full-Time (40 hours/week)

FLSA: Non-Exempt

Position Summary

The Volunteer Engagement Lead owns the volunteer experience at Hope Thrift, ensuring volunteers are effectively recruited, welcomed, equipped, cared for, and developed. This role builds meaningful relationships with volunteers while creating systems that help them serve with confidence, consistency, and joy.

As a ministry leader, the Volunteer Engagement Lead cultivates a culture where volunteers are known, valued, and encouraged to grow as they serve. This role serves as the functional leader of Hope Thrift's volunteer ministry, providing clear ownership and accountability for one of the store's three core operational areas: volunteer engagement, donations and production, and the sales floor.

Working closely with the Store Manager, Donations + Production Lead, and Floor Leads, this position plays a vital role in advancing Hope Thrift's mission by building a healthy volunteer culture that supports both the ministry and operational effectiveness of Retail Ministries.

Key Responsibilities

Lead the Volunteer Experience

- Recruit, onboard, schedule, and retain volunteers across all areas of the store.
- Welcome new volunteers and help them become confident, connected members of the Hope Thrift team.
- Ensure volunteers are placed in roles that match their gifts, interests, and abilities.
- Maintain volunteer schedules and coordinate volunteer needs with store leadership.
- Create systems that provide a consistent, positive volunteer experience.

Develop and Care for Volunteers

- Build meaningful relationships with volunteers through regular encouragement, coaching, and appreciation.

- Help volunteers understand how their service advances HOPE's mission and ministry.
- Train volunteers in partnership with the functional leaders responsible for each store area.
- Identify and develop volunteers with leadership potential.
- Foster a welcoming, Christ-centered culture where every volunteer feels known, valued, and equipped.
- Help identify opportunities for volunteers to grow into greater responsibility and leadership within Hope Thrift.

Strengthen Volunteer Systems

- Maintain volunteer records, communication, and scheduling.
- Monitor volunteer participation and identify opportunities for improved engagement and retention.
- Coordinate volunteer appreciation efforts and recognition events.
- Evaluate volunteer needs and recommend improvements to recruitment, training, and care processes.

Contribute to Ministry Leadership

- Model HOPE's mission, values, and culture in daily interactions.
- Build positive relationships with donors, volunteers, customers, and fellow staff members.
- Participate in staff meetings, training, and ministry initiatives.
- Support a collaborative team culture by working closely with the Store Manager, Donations + Production Lead, and Floor Leads.

Qualifications

Required

- Demonstrates a growing relationship with Jesus Christ and supports HOPE Church's mission and beliefs.
- Strong relational, interpersonal, and communication skills.
- Ability to recruit, encourage, and develop volunteers from a variety of backgrounds.
- Strong organizational and time management skills.
- Ability to prioritize work and adapt in a dynamic retail environment.

Preferred

- Experience leading volunteers or teams.
- Experience in volunteer coordination, ministry leadership, customer service, or retail.
- Experience developing systems, processes, or teams.

Success in This Role

A successful Volunteer Engagement Lead will:

- Build a thriving volunteer culture where people feel welcomed, appreciated, and connected.
- Recruit and retain a healthy volunteer team that supports every area of store operations.
- Develop volunteers into confident, capable leaders and ministry partners.
- Create systems that make volunteering organized, enjoyable, and sustainable.
- Strengthen Hope Thrift's ministry by helping volunteers understand the eternal impact of their service.

Schedule

- Five days per week, 9 am - 4:30 pm
 - Weeks One + Three: Monday-Friday
 - Weeks Two + Four: Tuesday-Saturday
- Participation in all-staff "All-In" days, including Christmas Eve and Easter Sunday

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