



Volunteer Tennessee
Systems and Process Manager Position Description
9/28/23



AmeriCorps

Basic Function:

Advance the mission of Volunteer Tennessee through internal systems and process management.

Philosophy of the position:

The position works to strengthen Volunteer Tennessee's operational compliance through internal systems and processes and increase volunteerism through volunteer engagement.

Essential functions:

Compliance Systems and Processes (30%)

1. Implement Volunteer Tennessee's compliance systems, including federal financial and progress reporting.
2. Work closely with teams within Volunteer Tennessee to support compliance activities and resolve compliance issues as they arise.
3. Provide compliance training to subrecipients as needed.
4. Prepare federal grant closeouts for submission.
5. Develop and maintain staff process and procedures manual.
6. Provide system improvements, outgoing reports, and special projects as needed.

Sub-recipient Systems and Processes (30%)

1. Sub-recipient Monitoring
 - a. Assist Compliance Director in monitoring of sub-grants by analyzing data and using standard monitoring tools.
 - b. Assist Compliance Director in preparing and issuing timely, comprehensive monitoring reports.
 - c. Ensure timely implementation of monitoring resolution process.
 - d. Assist Compliance Director in designing, implementing, collecting, and reviewing other contract deliverables necessary to assess sub-grantee compliance with federal and state requirements.
 - e. Assist Compliance Director in analyzing monitoring findings to identify trends and causality and recommend next steps for improved agency and subrecipient performance.
2. Contract Management and Procurement
 - a. Work with other staff to develop and track contracts with subrecipients and outside vendors.
 - b. Track contracts through signature process and execution.
 - c. Maintain contract files.
 - d. Ensure subrecipient compliance with Title VI and IX reporting requirements.
 - e. Coordinate semi-annual program attestations of compliance.
 - f. Coordinate annual closeout of contracts.

Volunteer Engagement Initiatives (25%)

1. Statewide Volunteer Portal
 - a. Work with key constituents at Volunteer TN to develop partnerships for statewide volunteer management portal.
 - b. Manage relationships with portal sub-license holders.
 - c. Develop portal sub-license contracts with outside vendors based on federal funding.
 - d. Track contracts through signature process.
 - e. Maintain contract files, including coordination of semi-annual program attestations of compliance and contract closeout.
 - f. Manage statewide portal listings.
 - g. Work with non-profits to develop local volunteer listings.
2. Work with Foundations of Service Committee to implement the Award of Excellence program.

The mission of Volunteer Tennessee is to encourage volunteerism and community service.

www.volunteertennessee.net

Reporting (10%)

1. Coordinate Project Progress Reports for submission.
2. Coordinate with AmeriCorps Program Managers and Office of Business and Finance to prepare Federal Financial Reports.
3. Respond to AmeriCorps requests for information as needed.

Other (5%)

1. Manage interns and oversee their progress on tasks throughout the semester.
2. Support commission Grants and Foundations of Service Committees.
3. Participate in state, regional, and national meetings and trainings.

Work Requirements/Qualifications:

1. Graduation from accredited college or university with a bachelor's degree and at least two years of experience in systems and process management required (State Service Commission experience preferred).
2. Understanding of principles and practices of basic accounting and financial management.
3. Understanding of principles and practices of volunteer management systems, project administration, and events planning and familiarity with state service commission and state administrative procedures.
4. Ability to develop and maintain high-level professional relationships and commitment to teamwork.
5. Ability to express oneself clearly and accurately, both orally and in writing.
6. Ability to problem-solve in a complex regulatory environment.
7. Ability to prioritize and get things done calmly in a fast-moving environment.
8. Ability to prepare and maintain detailed, accurate records, reports, and files.
9. Computer competency (word processing, spreadsheets, database, etc.).

Work Environment

Significant deadline pressures, frequent interruptions, daily telephone/video and email work. Position is eligible for work-from-home; however, **Tennessee residency is required**, Nashville residency preferred. Volunteer Tennessee **cannot** cover relocation expenses. Approximately 5-10% travel required for commission meetings, program visits, and days of service. Main office is located in Nashville, TN. For more information on Volunteer Tennessee, see www.volunteertennessee.net.

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, Volunteer Tennessee is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.

Salary and Benefits:

First step in the annual salary range is **\$47,400**. Position is a state Executive Service employee with salary and benefits. For a full listing of benefits, see <https://www.tn.gov/careers/employeebenefits.html>. Position is subject to federal funding availability.

To apply, send cover letter and resume to Volunteer.Tennessee@tn.gov by October 23, 2023. Applicants must pass a background check prior to employment.