Job Posting: Volunteer Engagement Manager

December 2025

Organization Overview

The Vancouver Botanical Gardens Association (VBGA) and Vancouver Board of Parks and Recreation (Park Board) are joint operating partners of VanDusen Botanical Garden and Bloedel Conservatory. The VBGA is a charitable organization that offers membership, education, volunteering, and fundraising programs to support the Gardens, and fulfills our mission of inspiring generations to conserve, protect, and enhance the natural world. To learn more about our organization, visit our website!

Position Overview

The Volunteer Engagement Manager plays a pivotal role in strengthening volunteer stewardship and building a program that fosters long-term commitment and growth. This position is responsible for improving volunteer retention and creating meaningful relationships that empower existing volunteers to thrive. Overseeing volunteer administration and programming for registered volunteers with the VBGA, this role supports organizational goals while delivering rewarding ongoing experiences for volunteers. Reporting to the Director of Mission Advancement and overseeing the Volunteer Engagement Coordinator and Volunteer Engagement Assistant, the Volunteer Engagement Manager will lead efforts to cultivate an inclusive, mission-driven community where volunteers feel valued, supported, and inspired to make a lasting impact.

The ideal candidate is a skilled relationship-builder with strong leadership, communication, and organizational skills. With a focus on recognition, retention, and reporting, the Volunteer Engagement Manager will help shape the culture of volunteerism within the organization.

What We Offer

- Permanent, full-time position.
- Annual salary; $56,000-$60,000 commensurate with experience.
- Comprehensive benefits package
- RRSP matching program
- 4 weeks paid vacation, in addition to paid time off Dec 25th- Jan 1st
- Office located within 55-acre botanical garden
- Supportive work culture
- Reimbursement for all approved work-related expenses, including mileage, supplies, and other work-related costs.

Work Environment

- 35 hours a week
- Primarily onsite with some flexibility for remote work
- Weekend and evening work required
- Free onsite parking available

Responsibilities

- Oversee day-to-day operations within the Volunteer Engagement department, overseeing administration, programming, evaluation, acting as a trusted resource for volunteers, addressing concerns with empathy and professionalism.
- Support the Director of Mission Advancement to develop and implement strategic plans for Volunteer Engagement.
- Work closely with volunteers at all levels of the organization, providing management or support as required by the individual or group.
- Supervise the Volunteer Engagement Coordinator and Volunteer Engagement Assistant, providing performance feedback and workload prioritization.
- Collaborate with the Marketing & Communications team to promote volunteer opportunities and develop mass communications.
- Work with the Events & Operations Coordinator to produce volunteer appreciation initiatives.
- Oversee the management of the volunteer database, ensuring accurate tracking of hours and volunteer communication.
- Stay informed on best practices and trends in volunteerism, continuously improving program effectiveness.
- Monitor volunteer engagement and satisfaction, supporting long-term retention.
- Ensure volunteer activities comply with organizational policies, safety standards, and legal requirements, including privacy and accessibility.
- Collect, analyze, and compile data to provide reports for upper management.

Qualifications & Experience

- Post-secondary education in a relevant field is an asset.
- 2-3 years' experience in one or more of the following; volunteer coordination, community engagement, human resources, or people management.
- Physical ability to comfortably traverse the Gardens.
- Professional and effective written and verbal communication skills; fluent English required.
- Valid driver's license and access to a vehicle is considered an asset.
- Demonstrated ability to lead and support team members.
- Proficiency with Microsoft Office Suite and experience with Better Impact or a similar database is considered an asset.
- Willingness to obtain a Criminal Record Check as a condition of employment.

Skills & Competencies

- Excellent interpersonal and communication skills, with the ability to express empathy, build relationships, and motivate diverse groups.
- Collaborative and patient approach to working with others.
- Excellent organizational and scheduling abilities, with attention to detail and time management.
- Competence in data management, reporting, and using digital tools to track engagement and outcomes.
- Resourceful and proactive in problem solving and improving systems.

Please submit your resume and cover letter to VBGA Recruitment: hiring@vandusen.org

Interviews will be conducted on a rolling basis. We appreciate the interest of all applicants. However, only those considered for the position will be contacted.

The VBGA is committed to employment equity and diversity and encourages applications from all qualified candidates, including people of any sexual orientation, gender identity, or gender expression; Indigenous peoples; visible minorities and racialized people; and people with disabilities.

The Vancouver Botanical Gardens Association (VBGA) acknowledges that VanDusen Botanical Garden and Bloedel Conservatory are located on the unceded Ancestral shared lands of the xʷməθkwəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səlilwətaɬ (Tsleil-Waututh) Nations. We are honoured to be on the lands where these Nations have lived since time immemorial, and where they continue to maintain stewardship and live in balance with nature.