
Ambassador Program Volunteer Management System

May 2019

Ambassador Volunteer Management System Project

Objective: Implement a replacement for Volunteer Works based on current technology

The Ambassador program, with its 700+ volunteers, is looking to replace its obsolete Volunteer Management system and upgrade its ability to schedule, report and communicate to its volunteers.

Volunteer Management Software need

- The DFW Airport Ambassador Program Volunteer is currently managed by the administrative staff.
- All volunteers data is maintained through an unsupported and outdated version software: VolunteerWorks.
- The program needs a management software that provides solutions for managers to reduce workload, increase productivity and provide an interface for the volunteer portal that communicates results in real time.



Recruit



Manage



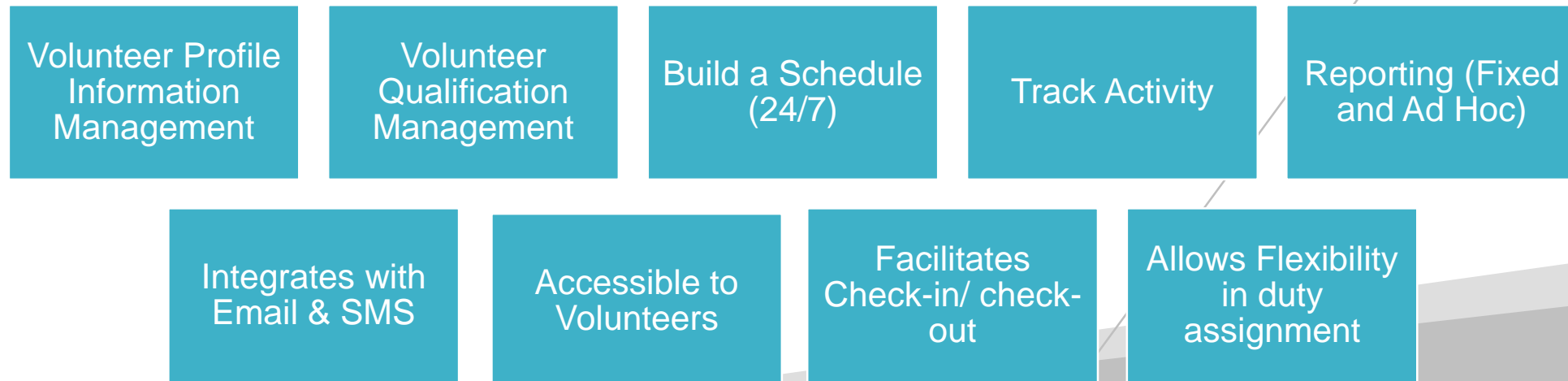
Measure

Future Process Enablers

Assumptions:

- Cloud-based software
- June require integration with website

What we currently seek solutions for can be described as *enablers* of a desired process and relief of current pain points.



Current Pain Points

Lack of Activity Reporting tools

Scheduling Process is Manual

Limited # of administrators

Limited technical support

No Training Available

Data Integrity



Business Impact

The system selected should offer minimal near term economic impact in terms of labor savings, but there are substantial enablers that could be gained with selected software.

Recording and Reporting on number of passengers helped

Automating the key scheduling processes (currently it is 100% manual)

Creation of the schedule

Understand uncovered shifts and take action to fill those

Automate sending out texts emails to available and qualified volunteers to fill uncovered shifts

Providing a weekly reminder to volunteers of their schedule for the week.

Automating the onboarding process and volunteer profile creation

Providing for an actual check-in and check-out to record hours that are worked



Risks

Maintaining Volunteer Personally Identifiable Information on a hosted Software as a Service platform presents certain security risks, and privacy risks. The presence of these risks also bring inherent reputation and operational risk as a significant breach could damage the airport's reputation and discourage a strong volunteer base.

Administrator Functionality

Objectives: The software should be able to provide easy mass communication options and managing multiple record types

Basic functions

Customized Onboarding Dashboard

Available option to send customized emails to volunteers

Accurate reports generated instantly

Additional Services

System Administration- Basic

Data Conversion

Volunteer Functionality

Objectives: Volunteers can find opportunities, register, schedule themselves and keep track of their onboarding progress

Basic forms

Customized Onboarding Dashboard

Automatic communication

Thank You