

C&O Canal Trust Position Description

TITLE: Volunteer Stewardship Manager

REPORTS TO: Vice President of Programs & Operations

LOCATION: **Hybrid**, in office at C&O Canal National Historical Park headquarters in Williamsport, MD, and telework.

DURATION: Permanent

HOURS: Full-time, exempt



Overview

Are you ready to help protect the largest national park in the Washington, D.C. region? Stretching 184.5 miles from Georgetown, in Washington, DC, to Cumberland in Western Maryland, the C&O Canal National Historical Park welcomes roughly five million visitors annually, often surpassing the visitation of icons like Yellowstone and Yosemite. As an almost entirely fee-free park, it is one of the most accessible and beloved resources in the nation for recreation, exercise, and the enjoyment of history and nature.

The **C&O Canal Trust** is the official nonprofit philanthropic partner to the **Chesapeake & Ohio Canal National Historical Park** (C&O Canal). For nearly 20 years, we have worked in partnership with the National Park Service (NPS) to raise essential funds and manage programs to preserve and enhance the park's natural, historical, and recreational resources for future generations. Driven by the generosity of individuals, foundations, corporations, and community partners, we have granted roughly \$5 million to the park to support education, conservation, and preservation efforts since our inception in 2007.

We are a passionate team driven by a love for the outdoors, the park's deep cultural and historical significance, and public service. Join us as we continue to grow our organization, expand our work, and deepen our connection with those who love the park.

The Position

The C&O Canal Trust is seeking an enthusiastic, strategic, and people-oriented Volunteer Stewardship Manager to oversee and expand our vibrant volunteer programs, including Canal Stewards, Canal Community Days, and Corporate Stewardship. This individual will have strong interpersonal and collaboration skills, exceptional organizational foresight, a strong work ethic, and the ability to excel both in the office and in the field. An ideal candidate deeply values the Trust's mission and shares our commitment to engaging individuals of all ages and backgrounds in stewardship, beautification, and light maintenance activities in support of our local national park.

The Manager serves as a critical operational leader, managing hundreds of volunteers and volunteer leaders throughout the year. The position leads the daily operations, strategic development, and growth of the Trust's core volunteer programs while driving long-term alignment with the park's operational goals.

The Volunteer Stewardship Manager reports to the Vice President of Programs & Operations and regularly coordinates across departments. The position is based at the C&O Canal's headquarters building, adjoining the park in Williamsport, Maryland. Trust staff operate under a hybrid model to allow for on-site collaboration as well as focused telework time. An estimated 35% of this position's time will be spent in the park, driving to or from volunteer project locations, or purchasing and organizing supplies (varying seasonally).

Duties and Responsibilities

Program Management and NPS Alignment

- Lead long-term and annual planning efforts alongside multiple NPS divisions to ensure volunteer impacts are targeted, sustainable, and directly aligned with park priorities.
- Partner closely with the NPS Volunteer Manager and park leadership to ensure all volunteer program goals seamlessly support the park's broader operational objectives.
- Oversee, draft, and manage formal agreements, contracts, and legal documentation (e.g., Volunteer Service Agreements, partnership agreements) for individual volunteers and partner organizations.
- Provide operational support for the Trust's other public programs—such as education, visitor services, and special events—ensuring seamless program delivery during peak needs or major events.

Volunteer Management, Training, and Safety

- Manage, support, and inspire volunteers and volunteer leaders across all programs, from large-scale community workdays to long-term individual stewardship positions.
- Design and implement a volunteer recognition and retention strategy that dovetails with the park's volunteer appreciation efforts to cultivate long-term commitment and community connection.
- Develop and deliver comprehensive, up-to-date training programs to ensure volunteers are fully aware of, and strictly abide by, NPS rules, regulations, and safety policies.
- Oversee independent Canal Steward volunteers and Volunteer Project Leaders, providing ongoing resources, specialized training, feedback, and recognition to foster long-term retention and dedication.
- Ensure a positive and meaningful experience for private and public volunteer groups through clear communication in advance, throughout the event, and to share the impact of their service.
- Manage incident reporting processes and enforce emergency action protocols for all field activities.

Program Expansion and Continuous Improvement

- Actively research, investigate, and implement opportunities to expand, diversify, and enhance Trust volunteer programs parkwide.
- Design and execute mechanisms to solicit, analyze, and implement feedback from volunteers and partner organizations to continually elevate program quality and the volunteer experience.
- Partner closely with the Trust's Marketing & Communications team to craft and execute effective volunteer recruitment strategies that attract diverse community participation.
- Partner closely with the Trust's Development team to identify potential Corporate Stewards and provide a meaningful and enjoyable experience in the park.

Operations, Logistics, and Supply Management

- Schedule, plan, and execute community volunteer events, ensuring safety, high engagement, and alignment with park priorities.
- Oversee the volunteer program supply inventory, maintaining equipment safety, procuring necessary tools, and managing field resources efficiently.
- Assist in developing and managing the annual volunteer program budget; monitor expenses related to supplies, safety equipment, recognition events, and field operations.

Metrics, Impact Tracking, and Reporting

- Maintain meticulous records of volunteer hours, contact information, project completions, waivers, and program contracts.
- Establish key metrics to track program performance; compile, analyze, and draft concise, data-driven impact reports for Trust leadership, board members, donors, and NPS stakeholders.

As part of a growing nonprofit, this position may be asked to assist with organization-wide duties and at major events. Moderate weekend work will be required. Compensatory time off is available.

Qualifications

- Bachelor's degree in Parks & Recreation, Non-Profit Management, Environmental Studies, or a related field. Equivalent professional experience and relevant certifications will be strongly considered.
- 3-5 years of progressive experience in volunteer management, public lands engagement, non-profit operations, outdoor stewardship, or program management. Prior experience in a nonprofit setting is strongly preferred.
- Experience maintaining natural landscapes and performing general care of facilities is a plus.
- Demonstrated ability to manage multiple priorities, balance competing deadlines, and lead complex projects from concept through execution without losing sight of strategic goals.
- Outstanding verbal, written, and public speaking skills. Exceptional ability to translate complex project scope and safety guidelines into clear, accessible instructions for volunteers of diverse backgrounds and skill levels.
- Proven knack for building trust, motivating teams, and fostering an inclusive, welcoming environment for community members, park partners, and long-term volunteer leaders.
- Strong computer literacy, including hands-on experience with Google Workspace and volunteer management software/CRMs (e.g., VolunteerHub, eTapestry, or similar platforms).
- Additional language proficiency, particularly Spanish, is a strong plus.
- Valid driver's license required, along with the willingness and ability to conduct field operations throughout the park.
- Personal qualities of integrity, credibility, and a commitment to and passion for the C&O Canal Trust's mission.

Physical Demands and Safety

Work is performed both in an indoor office environment and outdoors with conditions varying by location and environment. Comfortability with physical work, working with tools, and working outdoors is necessary for success, including the ability to lift 50 pounds and independently manage supplies and tools.

Reasonable accommodation and team support can be available when needed. You must be able to operate normal office equipment and be proficient with Google Workspace.

Travel

The main work location will be at the C&O Canal Trust's offices in the C&O Canal National Historical Park's headquarters in Williamsport, Maryland. Travel to locations throughout the park may be required on a monthly or quarterly basis and in support of events and outreach initiatives. The C&O Canal includes 184.5 miles along the Potomac River and touches many communities. Mileage reimbursements are offered.

Salary Range and Benefits

The salary range is \$50,000-\$55,000 based on experience and the ability to meet the required responsibilities. The Trust offers a competitive benefits package including partial telework, 100 percent employer-paid health

insurance premiums for the employee; vacation, sick, and personal leave; paid holidays; a Simple IRA retirement program, including an employer match up to 3%; and a surprising number of sunny days in the park! We offer a fun and casual work environment.

Equal Employment Opportunity

The C&O Canal Trust is committed to providing equal employment opportunity for all persons regardless of race, color, religion, national origin, marital status, political affiliation, sexual orientation or gender identity, disability, sex, or age.

To Apply

For priority consideration, please submit a cover letter and resume to Jenna Lamblin at jobs@canaltrust.org by August 31, 2026. Applications will be accepted until the position is filled. To learn more about the C&O Canal Trust, visit www.canaltrust.org.