Digital Workplace

Day in the life of Jacob– Volunteer Manager

Meet Jacob, a **Volunteer Manager** with Contoso.org, who uses **Microsoft Teams** to help recruit, train, and deploy volunteers to help reach vulnerable people and communities quickly and effectively in times of need.

8:00 AM

Jacob starts his day using Teams by reviewing shift plans while collaborating and communicating with his colleagues. Throughout the day, he uses **Teams mobile app** to check activity and **respond in real-time** to the needs of volunteers and colleagues.
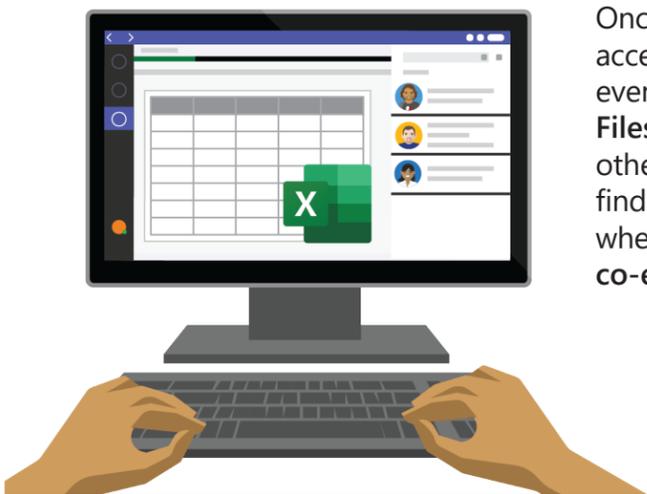
8:30 AM

While walking to the office and using his **smartphone**, he joins his **daily status** meeting to discuss the volunteer recruitment event taking place later in the day.

9:30 AM

Once in the office, Jacob accesses the recruiting event spreadsheet in the **Files tab** and works with other team members on finding out when and where to send volunteers **co-editing in Excel**.

10:30 AM

Jacob hosts an **induction video call** with some recently recruited volunteers and uses PowerPoint to review Contoso.org's volunteer policies with them. Once complete, he records the session's notes and questions in the **New Volunteer Induction channel**.

12:00 PM

On the **planner app**, Jacob notices he has a task to complete for the event later in the day. He creates a new **Volunteer Recruitment and Events channel** and relocates the spreadsheet he worked on earlier for the event there and invites his teammates to provide feedback.

1:30 PM

Jacob checks his feed for notifications and @mentions and receives a request from one of his volunteers regarding a shift swap later in the week with another volunteer. He makes the change in **Shifts** and informs them both by **@mentioning** them.
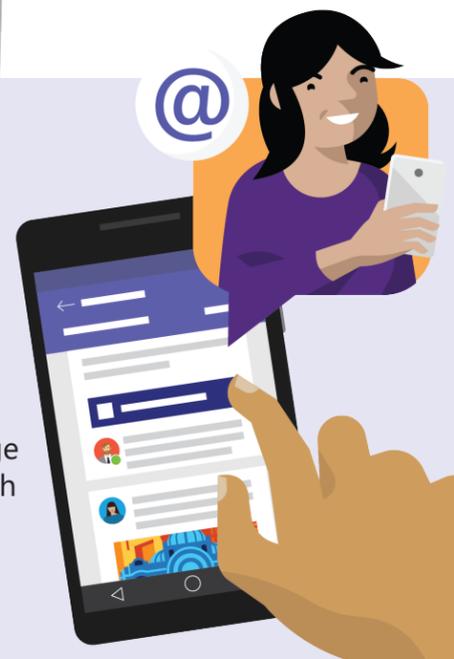
2:30 PM

Jacob receives a request via **Teams chat** to meet with one of his volunteers right before the event is scheduled to start. He is able to start a chat quickly in Teams and avoids an issue without a long chain of emails.
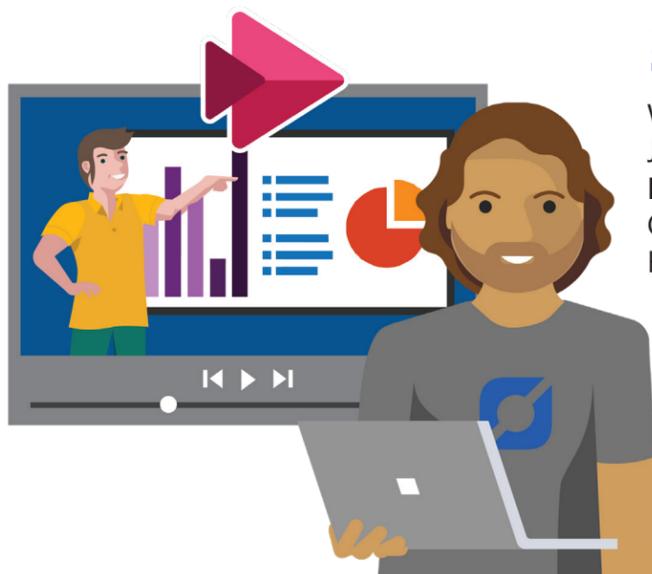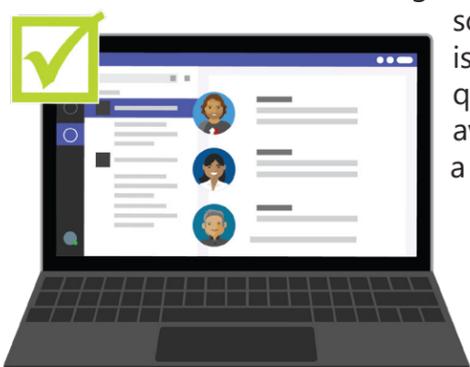
5:30 PM

With the event now over, Jacob navigates to the **Dynamics tab** and updates his CRM with new volunteer leads. He also uses the **Stream tab to share videos** from the event and shares them with the rest of his team, and sends **praise** for their fantastic efforts. All in a day's work for Jacob.

Download the Teams app on your PC and mobile today >

Microsoft