



Job Title: Manager, Volunteers

Department: Volunteers | **Location:** Headquarters/Long Beach, CA

The **Volunteer Manager** is responsible for engaging and leading volunteers to expand our community volunteer base, supporting the Region's various Programs and Development initiatives. This role focuses on the “3 R’s” – Recruitment, Retention, and Recognition to engage volunteers in various capacities, including coaches, team volunteers, leadership roles, and fundraising efforts. The Volunteer Manager will collaborate closely with the community and staff to manage all aspects of the volunteer engagement lifecycle; promote Special Olympics; aid in the recruitment of new athletes and Unified Partners; and assist Local Programs and Unified Champion Schools to achieve the goals, standards, and mission of SOSC.

Report To: AVP, Volunteer Services | **Job Level:** 4

Compensation: This is a full-time position with benefits eligible on the first of the month following the start date. The salary non-exempt range is **\$58,240.00 - \$70,980.00**, depending on relevant education and experience.

KEY RESPONSIBILITIES

Program Management:

- Abide by SOSC Core Values and demonstrate a commitment to diversity, equity, and inclusion in all aspects of operations.
- Adhere to HQ deadlines for reporting, submissions, and compliance requirements.
- Aid in the execution of Special Olympics Southern California’s Strategic Plan and the alignment of organizational goals and priorities.
- Contribute to developing the annual Program budget, including review and expense management.
- Promote and uphold the mission of Special Olympics Southern California.
- Support Special Olympics Incorporated and Special Olympics Southern California fundraising projects, as directed.

Recruitment:

- Assist in engaging community resources such as service and civic clubs, parks & recreation departments, schools, community organizations like YMCAs and Boys & Girls Clubs, and local businesses to recruit volunteers.
- Collaborate with the AVP and Director of Championships to create and promote the volunteer recruitment plan for adequate event volunteers for all Championship events.
- Collaborate with the team to recruit and train volunteers for leadership roles.
- Ensure clear and open communication between volunteers and SOSC, and provide technical, subject-matter assistance or expertise as needed to ensure compliance and the successful delivery of services.
- Lead recruitment and management of volunteers, volunteer committees, and corporate sponsors.



- Manage “Get Connected” for Championship events and Headquarters development events. Ensure positions are posted 8-12 weeks prior to the event, and all shifts and descriptions are accurate prior to posting.
- Oversee targeted recruitment and placement efforts for internships and administrative volunteers for Headquarters.
- Participate in various tabling events to recruit new volunteers throughout the year.
- Utilize designated volunteer management software to ensure accurate and regular posting of all volunteer opportunities, monitor them closely, create and manage reports, and contribute to successful event management.
- Work with and serve on the Staff Functional Leads team for Summer and Fall Games to represent Volunteer Services.

Retention:

- Assist with the end-of-year Thank you Holiday Cards.
- Coordinate with staff to ensure that volunteers are adequately prepared with necessary information, training, and equipment before and during each volunteer opportunity.
- Ensure all volunteers receive timely assistance, are supported, and are assigned to meaningful roles.
- Oversee the mailing of the May Graduation packets.
- Work with staff to oversee the placement of volunteers for ongoing opportunities.
- Work with the Volunteer Management Team (VMT) for all Championship and regional events, as needed.

Recognition:

- Assist with the annual mailing of Years of Service Pins.
- Assist with the implementation of Volunteer Appreciation Week recognition strategies.
- Comply with SOSOC Volunteer Appreciation guidelines.
- Ensure thank you letters are sent to event volunteers after each competition using volunteer management software.
- Send out a volunteer survey after Summer and Fall Games.

Leadership and Team Management:

- Assist teammates as needed to optimize team efficiency, cohesion, and program effectiveness.
- Attend meetings, public speaking events, workshops, seminars, clinics, conferences, and program events as necessary; serve on committees and task forces as assigned.
- Supervise varying levels of volunteers, including interns.

JOB LEVEL RESPONSIBILITIES: Works with supervisor on agreed-upon goals and plans. Uses discretion and independent judgment within specific areas of expertise. Will supervise varying levels of volunteers, including interns. May supervise hourly employees. A recognized expert in all areas of responsibility. Enforces company policies. Usually works under minimum supervision, conferring with superior on unusual matters.



QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

EDUCATION AND/OR EXPERIENCE:

- Bachelor's degree from an accredited college/university and/or related professional experience.
- Minimum of 3 years of high-volume volunteer management experience with all recruitment, retention, and recognition phases.
- Knowledge of volunteer management practices to develop and implement project plans.
- Paid or volunteer experience collaborating with individuals with disabilities preferred.

SKILLS AND/OR ABILITIES:

- Ability to be flexible.
- Ability to delegate and multi-task effectively
- Ability to travel and to work evenings, weekends, and occasional overnights to meet job requirements
- Ability to work with diverse personalities and in stressful situations
- Background in educational systems and school districts.
- Background in organizational development and community outreach.
- Excellent oral and written communication skills, and public speaking skills
- Excellent organization, time management, and problem-solving skills
- Experience in budget development and management
- Have a valid California driver's license and meet minimum California vehicle insurance requirements
- Must be able to pass a professional reference check, background screen of criminal history, and DMV record.
- Proficiency in using relevant technology, including Microsoft Office, Get Connected, and other database systems
- Strong attention to detail and ability to work with frequent interruptions
- Strong people skills and customer service orientation
- Strong self-motivation and demonstrated ability to work independently and in a team environment.
- The employee is occasionally required to stand, walk, lift, or carry up to 24 pounds

WORK ENVIRONMENT: The primary work location will be in the assigned SOSC office. The noise level in the work environment is usually moderate. This position will require driving and some traveling within assigned and surrounding counties.

Note: This job description is intended to convey information essential to understanding the scope of the position and is not exhaustive. Employees may be required to perform other duties as assigned.

APPLY: A staff member will review resumes received for our open positions. Due to the large number of applicants, only candidates selected for interviews will be contacted. Please send your resume and cover letter to sdjobs@sosc.org.