Job Title: Coordinator, Volunteer Engagement (PART-TIME)

Department | Location: Northern Division (San Luis Obispo, Santa Maria, Lompoc) – San Luis Obispo, CA

The Coordinator, Volunteer Engagement is responsible for identifying volunteer needs, coordinating and managing volunteer recruitment, assisting with training and placement of volunteers for all San Luis Obispo County, Santa Maria, and Lompoc tournaments, special events, and other activities.

Hours: 20 hours per week

Reports To: Director, Development

Job Level: Level 2

KEY RESPONSIBILITIES

Volunteer Support & Collaboration, Evaluation & Recognition 24%
- Respond to volunteer/intern inquiries and issues (in-person and remotely) in a timely fashion. Work with volunteers/interns to solve problems as they arise
- Send regular communication to volunteers regarding required training and renewal opportunities
- Follow up with potential volunteers in a timely way and ensure they are guided through the on-boarding process by Headquarters or Region.
- Work with Region and Local Programs to identify the types of volunteers needed on a regular basis, update Volunteer Needs Assessments, and create position descriptions when needed
- Work with the Administrator, Volunteer Engagement in Headquarters to ensure the inquiry process in the volunteer management system is updated and accurate
- Work with the Headquarters Volunteer Engagement Department to ensure all volunteer information on the SOSC website is updated and accurate
- Express gratitude often to volunteers/interns/coaches, including the impact their role made during their shift/term
- Work in collaboration with Regional staff to implement a strategic Volunteer Recognition plan, supported by Headquarters staff

Volunteer Recruitment & Cultivation 20%
- Support cultivation by being on the lookout for volunteer and intern talent while also actively nurturing relationships with existing volunteers, coaches, interns and potential partnerships
- Promote volunteer needs and roles for competitions, special events, fundraising events, and administrative support to existing volunteer base
- Promote capacity-building volunteer needs listed on the Volunteer Needs Assessment; such as Athlete Leadership Program, coaches, Games Management Team members, office support, internships, etc.
- Interview and screen potential volunteers/interns for the Region that complement our culture and needed skillsets
- Manage volunteer inquiry system with timely responses to interested volunteer candidates for both ongoing and day-of opportunities
- Spearhead initiatives for community outreach to engage a diverse group of volunteers. Develop and maintain relationships with volunteer and intern sources including businesses, community groups and schools.
- Cultivate relationships with day-of volunteers and fill needed on-going volunteer roles (coaches, fundraising event leads)
Volunteer Training & Orientation 20%

- Ensure that all volunteers/interns/coaches within the Region have the proper training, orientation, and the essential tools to perform their roles successfully
- Ensure all volunteers/interns/coaches complete appropriate registration and training procedures according to SOSC Volunteer Registration Policy
- May work with Sports Manager to coordinate coach sports training and clinics, as needed
- Provide training and support to Regional staff to assist with volunteer engagement best practices

Individual Goals 20%
(Internal) See employee feedback in Comments section of Threads.

Database / Website Management 8%

- Set up registration for competitions and events needing volunteers into myTRS
- Oversee the tracking system for Class A volunteers for SLO, Santa Maria, and Lompoc

Communications 8%

- Develops collateral materials and electronic communication vehicles for volunteer support and education including newsletters, e-mail blasts, and group fliers

Total 100%

CORE VALUES

Be ATHLETE centric
- Lets the interests of the athletes drive daily decisions and actions
- Makes wise use of organizational resources and time in order to maximize the experiences for our athletes
- Seeks to incorporate athlete participation in non-sports roles

Be a TEAM player
- Places team and organizational success before individual achievement
- Recognizes the needs and offers assistance without waiting to be asked, or encouraged to do so
- Shows appreciation and acknowledges the contributions of others

Be a CHANGE agent
- Seeks opportunities for professional development and applies these learnings to work
- Accepts responsibility for actions, learns from experience and displays a willingness to accept feedback
- Looks for opportunities to improve processes and enlists help of others when needed.

Be a LEADER
- Shares organizational and professional knowledge with co-workers and helps to onboard new team members
- Takes on new leadership opportunities with eagerness and enthusiasm
- Represents SOSC in a knowledgeable and professional manner
JOB LEVEL RESPONSIBILITIES: Works with supervisor on agreed upon goals and plans. Has autonomy and flexibility in day-to-day work towards accomplishing goals. Has some decision-making authority around issues related to area of responsibility.

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 accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:
- Bachelor’s Degree or equivalent
- 2-4 years of experience in volunteer coordination and management, meeting planning, or event management
- Possesses and applies a broad knowledge of principles, practices, and procedures of particular field of specialization to the completion of assignments

Skills and/or Abilities:
- Excellent organization skills
- Strong verbal and written communication skills
- Strong customer service orientation
- Self-motivated
- Excellent computer skills, including proficiency in Microsoft software and ability to learn additional software programs
- Ability to communicate with diverse groups of people
- Strong problem-solving skills
- Ability to motivate volunteer staff
- Bilingual Spanish/English a plus
- Ability to travel and to work evenings and weekends to meet job requirements
- Have valid California driver’s license and meet minimum California vehicle insurance requirements
- Must be able to pass a background screen of criminal history and DMV record

PHYSICAL REQUIREMENTS: The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit and to use hands to finger, handle, or feel. The employee occasionally is required to stand, walk, reach with hands and arms, lift or carry up to 24 pounds, and lift overhead up to 24 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. This job requires occasional driving. May only work from home on a limited basis with prior supervisory permission.

COMPENSATION: Position is part-time, benefit eligible. Salary range is $15.00 - $18.00 per hour depending on relevant experience.

APPLY: Please send resume and cover letter to slojobs@sosc.org.