



Job Title: Associate Manager, Volunteer Services (Northern)

Department | Location: Sports & Programs | Ventura / Santa Clarita, CA

The **Associate Manager, Volunteer Services** will ensure meaningful athlete experiences by engaging volunteers in sport, programming, and fundraising initiatives for their designated regions/counties of responsibility. As a member of the Volunteer Services team, the Associate Manager will assist with preparing community volunteers in the planning and delivery of programs. This involves many aspects within the volunteer engagement lifecycle and most notably in the “3 R’s: Retention, Recognition, and Recruitment”.

Reports To: AVP, Volunteer Services | **Job Level:** 3

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 **\$48,880.00 - \$60,840.00 (\$23.50 - \$29.25 hourly)** depending on relevant education and experience.

KEY RESPONSIBILITIES

Volunteer Recruitment: 30%

- Assist with organization-wide strategy plan for volunteer recruitment initiatives.
- Assist with quarterly meetings in northern counties to identify recruitment needs.
- Supports staff in northern counties with volunteer recruitment efforts for various events such as competitions & events.
- Assists with targeted recruitment and placement efforts for northern regions/counties for internships and administrative volunteers.
- Encourages Day of Event to become on-going and Leadership Volunteers.
- Assists with recruitment campaigns to fill on-going (Coach & Team Volunteer) Volunteer needs in northern counties.
- Assist with speaking engagements to volunteer or service clubs & groups to promote volunteer opportunities.
- Make any updates in volunteer position descriptions on Get Connect, in a timely manner.
- Follow up with Volunteers who require assistance in a timely manner.
- Ensure job descriptions for interns are managed on Get Connected in a timely manner.

Volunteer Retention: 20%

- Assist with the evaluation of strategies on a quarterly basis.
- Assist with regular reports on volunteer status and oversees onboarding process.
- Ensure volunteers have information they need prior to the event.
- Assist with training for volunteers to receive prior to or at the event.

Volunteer Recognition: 20%

- Assist with recognition strategies for Volunteer Appreciation Week for northern counties/regions.
- Send out thank you letters through Get Connected after each event.
- Assist with delivery of the Coach of the Season Awards.

Administrative Duties: 20%

- Assists in the maintenance and improvements to Get Connected, on a continuing basis.
- Assist with data and records in GMS to ensure they are complete and accurate.

CORE VALUES

Be ATHLETE centric | Be a TEAM player | Be a CHANGE agent | Be a LEADER



Individual Goals: 10%

- Internal: See Individual Goals in Comments section of employee profile in Threads.
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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. Will supervise varying levels of volunteers, including interns. May supervise hourly employees.

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 from accredited college/university or related professional experience.
- 3-5 years of qualifying equivalent experience in volunteer management, sport administration or recreation.
- 2-4 years of high-volume volunteer management experience in all phases of recruitment, retention and recognition process is required.
- 2-4 years of experience supervising volunteers or staff.
- Experience with the use of social media is a plus.
- Paid or volunteer experience collaborating with individuals with disabilities preferred.
- 2 years of Special Olympics experience preferred.

SKILLS AND/OR ABILITIES:

- Ability to maintain confidentiality of all data and information related to position.
- Ability to effectively recruit, train, and manage large groups of volunteers.
- Excellent organizational, oral, and written communication skills
- Superior customer service skills
- Demonstrated ability to motivate people.
- Strong analytical and project management skills
- Excellent problem-solving skills
- Ability to be flexible and work with diverse personalities and in stressful situations.
- Proficiency in using relevant technology, including Microsoft Office and database systems.
- Ability to travel and to work evenings and weekends to meet job requirements.
- Have a valid California driver's license and meet minimum California vehicle insurance requirements.
- Ability to pass background screen check of drivers' license and criminal history.
- The employee occasionally is required to stand, walk, lift, or carry up to 24 pounds.

WORK ENVIRONMENT: Position's primary work location is in the SOSC Long Beach office. SOSC may request employees to work remotely on occasion and employees may request to work remotely, on occasion, with advance approval. Remote work sites must be distraction free, contain a proper work surface (table or desk) and have adequate Wi-Fi capability. The noise level in the work environment is usually moderate. Position requires driving/travel within Los Angeles Northern Counties.

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