

**Job Title:** Manager, Volunteers

**Region:** 3 | Riverside and San Bernardino Counties

**Department:** Volunteers | **Main Office Location:** Murrieta, CA – Inland Empire

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 Special Olympics Southern California's goals, objectives, standards, and mission.

**Reports To:** Director, Programs | **Dotted Line Reporting 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.

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## 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 Regional and HQ deadlines for reporting, submissions, and compliance requirements.
- Aid in the development and execution of the Region’s annual community engagement plan.
- Aid in the execution of Special Olympics Southern California’s Strategic Plan, and the alignment of Regional activities with organizational goals and priorities.
- Attend sports competitions and related events assigned by the Program Director to manage volunteer deployment, provide on-site guidance, and ensure the execution of volunteer tasks.
- Contribute to developing the Region’s annual Program budget, including review and expense management.
- Promote and uphold the mission of Special Olympics Southern California within the Region.
- Supervise volunteer activities at events to ensure volunteers effectively fulfill their responsibilities.
- 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 support programs.
- Collaborate with team to recruit and train volunteers to take on leadership roles.
- Collaborate with the Program Director to create and promote the Region's volunteer recruitment plan to ensure the Region has adequate leadership volunteers, coaches & team volunteers, and event volunteers for all Programs & Development initiatives.
- Help promote athlete and Unified Partner participation in opportunities beyond sports, such as Healthy Athletes and fundraising initiatives, and support the Athlete Leadership Program and Athlete Leadership Council by assisting with recruitment
- Lead recruitment and management of volunteers, volunteer committees, and/or athletes to work/attend sporting events. Manages the placement of coaches and team volunteers with Local Programs.
- Manage "Get Connected" for your region's sport and development events. Ensure positions are posted 4-6 weeks prior to the event, and all shift and descriptions are accurate prior to posting
- Oversee targeted recruitment and placement efforts for internships and administrative volunteers within the Region.
- 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.

**Retention:**

- 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 assistance in a timely manner, are supported, and assigned to meaningful roles.
- Work with staff to oversee the placement of volunteers for on-going opportunities.

**Recognition:**

- Assist with the Region's implementation of Volunteer Appreciation Week recognition strategies.
- Ensure Region complies with SOSC Volunteer Appreciation guidelines.
- Ensure thank you letters, etc. are sent to event volunteers after each competition and yearly, using volunteer management software.

**School and Community Program Integration Support:**

- Ensure clear and open communication between all partners, including volunteers, and SOSC, and provide technical, subject-matter assistance or expertise as needed to ensure compliance and the successful delivery of services to the athletes, Unified Partners and families of that community. Help provide regular communication of activities and events within the Region to Local Programs, Unified Champion Schools, families, volunteers and SOSC Headquarters.
- Help maintain an open and ongoing dialogue with other Departments and teammates to connect all participants and their families to SOSC. Includes collaboration on School and Community Program Integration, Local Program development, Unified Sports, Youth and Athlete Leadership, Health and Fundraising initiatives, Volunteers, and Marketing & Communication.

- Participate in various tabling events and support the execution of seasonal Sports Expos and Healthy Athletes events to engage existing athletes and Unified Partners, and recruit new participants, families, volunteers, and donors.
- Serve as a resource and support for Local Programs and Unified Champion Schools regarding coach education, athlete & Unified Partner training, competition, and Unified Sports by identifying and connecting volunteer engagement opportunities.

**Leadership and Team Management:**

- Assist teammates as needed to optimize team efficiency, cohesion, and program effectiveness.
- Assist with maintenance, inventory, and management of the Region's assets, including office and storage facilities, and any SOSC-owned vehicles (if applicable).
- Attend meetings, public speaking events, workshops, seminars, clinics, conferences, and program events as necessary; serve on committees and task forces as assigned.
- Participate in work groups, task force committees, special projects, and Championship Games Organizing Committees with supervisor approval.
- 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 [iejobs@sosc.org](mailto:iejobs@sosc.org).