



Job Title: Manager, Volunteer Services | **Region:** Region 3

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

The **Manager, Volunteer Services** 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. This position 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 in achieving Special Olympics Southern California's goals, objectives, standards, and mission.

Assigned Geography: Riverside and San Bernardino Counties

Reports To: Director, Programs | **Dotted Line Reporting To:** AVP, Volunteer Services

Compensation Level (5): This is a full-time, benefits-eligible position, with benefits beginning on the first of the month following the start date. The salary range for this non-exempt role is **\$54,000.00 - \$67,000.00**, depending on experience, specifically within Special Olympics.

ESSENTIAL DUTIES

Recruitment: 35%

- Engage community partners (e.g., service and civic clubs, parks & recreation departments, schools, YMCAs/Boys & Girls Clubs, and local businesses) to build volunteer support for programs.
- Recruit, onboard, and help train volunteers for leadership roles, coaching, team support, and event support in collaboration with program staff and development staff.
- Partner with the Program Director to develop, implement, and promote the Region’s volunteer recruitment plan to ensure adequate coverage for Programs & Development initiatives.
- Support recruitment of athletes and Unified Partners for opportunities beyond sports, including Healthy Athletes, fundraising, and Athlete Leadership initiatives.
- Lead recruitment and coordination of event-day volunteers and volunteer committees and manage placement of coaches and team volunteers with Local Programs in collaboration with Sports Managers.
- Use SOSOC’s designated volunteer management software to maintain accurate records and routinely post volunteer opportunities for regional sport and development events.
- Oversee recruitment, placement, and supervision of interns and administrative volunteers within the Region.



CORE VALUES

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

Program Management: 15%

- 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 oversee volunteer deployment, provide on-site guidance, and ensure effective execution of volunteer tasks.
- Contribute to developing the Region's annual Program budget, including review and expense management.
- 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.

Retention: 15%

- Coordinate with staff to ensure volunteers are adequately prepared with the necessary information, training, and equipment before and during each volunteer opportunity.
- Ensure volunteers receive timely support and are assigned to meaningful, well-matched roles that encourage continued engagement.
- Oversee ongoing placement and continuity of volunteers in recurring opportunities, in collaboration with Program and Development staff.

Recognition: 12%

- Oversee the planning and implementation of regional volunteer recognition strategies, including Volunteer Appreciation Week and event-based recognition efforts.
- Ensure the Region's volunteer recognition practices align with SOSC Volunteer Appreciation guidelines and organizational standards.
- Oversee the timely acknowledgment of volunteers (e.g., thank-you communications and recognition efforts) following events and on an ongoing basis.

School and Community Program Integration Support: 11%

- 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.

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School and Community Program Integration Support: cont.

- 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: 10%

- 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.
- Participate in work groups, task force committees, special projects, and Championship Games Organizing Committees with supervisor approval.
- Supervise varying levels of volunteers, including interns.

Administration: 2%

- Assist with maintenance, inventory, and management of Region's assets, including office and storage facilities, and any SOSC-owned vehicles (if applicable).
- Assists in the submission of properly approved invoices to the Finance Department, ensuring compliance with appropriate contracts and adherence to budget guidelines.
- Complete and submit individual timecards bi-weekly, ensuring accuracy and adherence to payroll deadlines.
- Complete and submit individual mileage reports, credit card expense reports, and reimbursement expense reports, ensuring proper documentation, budget approvals, and compliance with organizational policies and finance deadlines.

ESSENTIAL RESPONSIBILITIES: Collaborate with the supervisor to establish goals that align with the organization's strategic plan. Coordinates administrative processes and prioritizes, directs, & responds to matters involving administrative functions associated with operations. May use discretion and some independent judgment as a recognized expert in specific areas of responsibility. Will supervise varying levels of volunteers, including interns. May supervise hourly employees.

QUALIFICATIONS: To perform this position successfully, an individual must be able to carry out all essential duties and responsibilities effectively, with or without reasonable accommodation. The qualifications listed below represent the knowledge, skills, abilities, and competencies required to perform the role at a satisfactory level. This position may be required to occasionally lift or carry objects weighing up to 24 pounds. Reasonable accommodations will be made for qualified individuals with disabilities to enable them to perform the essential functions of the position, in accordance with the Americans with Disabilities Act (ADA) and the California Fair Employment and Housing Act (FEHA).

WORK ENVIRONMENT: This position is primarily based at the assigned Special Olympics Southern California (SOSC) office noted above, where the typical noise level is moderate. The role involves regular driving and travel within the designated and surrounding counties. The employee may be asked to operate SOSC vehicles, rental cars, and/or event vehicles, with or without reasonable accommodation if applicable.



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EDUCATION AND EXPERIENCE:

- Bachelor's degree from an accredited college or university and/or equivalent related professional experience.
- Minimum of three (3) years of experience managing a high volume of volunteers, including all phases of recruitment, retention, and recognition.
- Two (2) years of experience in volunteer/staff management.
- Demonstrated knowledge of volunteer management best practices, including the ability to develop, implement, and evaluate project plans.
- Paid or volunteer experience collaborating with individuals with disabilities preferred.
- Bilingual in English and Spanish preferred.

SKILLS AND ABILITIES:

- Ability to be flexible.
- Ability to delegate and multitask effectively
- Ability to work with diverse personalities and in stressful situations
- Background in 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
- Proficiency in using relevant technology, including Microsoft Office, and 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.
- Must successfully complete a professional reference check and background screening, including a Motor Vehicle Record (MVR) review.
- Must possess and maintain a valid California driver's license and meet the minimum state-required automobile insurance coverage.
- The ability to travel throughout the assigned geographic areas, including occasional evenings and weekends, is an essential function of this position.
- If a condition prevents driving, the organization will engage in the interactive process to explore reasonable accommodations.

Note: *This job description outlines the general responsibilities and requirements of the position and is not an exhaustive list.*

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 hr@sosc.org.