



JOB DESCRIPTION

Job Title: Volunteer Services Manager, Community Engagement

Reports to:	Director of Volunteer Services	Dept:	Volunteer Services
FLSA Classification:	Exempt FT	Entity:	OneOC Core
Supervises Others:	Yes		

SUMMARY:

Reporting to and working in close collaboration with the Director of Volunteer Services, the Volunteer Services Manager, Community Engagement serves as a key leader in making strategic decisions affecting events management and nonprofit community and volunteer engagement. This position is responsible for producing high-quality, impactful events (virtual and in person) for maximum results, volunteer management services, securing event sponsorships, and fostering strong community relations.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides leadership and business development for OneOC signature community events giving the nonprofit and corporate sectors unique opportunities to come together for celebration, camaraderie, and to benefit local causes; serves as staff lead for Community Cup and Spirit of Volunteerism Task Forces.
- Provides events sponsorship and grants support.
- Leads Match/Meet/Serve Service Projects offering smart, easy, and impactful ways for corporate employees to get involved in the community.
- Leads volunteer concierge services connecting companies with the right nonprofit partners and projects including one-time nonprofit referrals, monthly project subscriptions, and board placements.
- Provides volunteer services consulting and trainings including Service Enterprise to nonprofits.
- Supports Director of CSR & Volunteer Development with Corporate Volunteer Council of Orange County (CVCO) and The Civic 50 Orange County event.
- Oversees volunteers and independent contractors; provides dotted-line supervision to database specialist.
- Serves as Emergency Volunteer Center Operations/Disaster Officer (when activated).
- Communicates effectively and courteously with all contacts -- internal and external. Works well with diverse people and the public.
- Supports vision and goals of OneOC.

ADDITIONAL RESPONSIBILITIES:

- Ensures that all applicable safety requirements for the program and work environment are met, including prompt injury and incident reporting.
- Meets all requirements for confidentiality and for management of corporate, finance and personnel information including distribution controls, secure filing and disposal, and records retention and storage and reports violations.
- Adheres to "Credit Card Usage Policy" and responsibly utilizes corporate credit card for business-related expenses and for approved budget items only.
- Manages budgetary expenditures to meet budget objectives.
- Assists with other duties as assigned on a regular or occasional basis.
- Maintains accurate records of internal and external storage and inventory of event supplies.

SUPERVISORY RESPONSIBILITIES:

- Provides leadership without favoritism and serves as a positive role model.

- Completes supervisory duties timely and effectively, including working with human resources to follow interviewing and hiring procedures, job training, appraising, counseling, and disciplinary processes.
- Reduces employer risk through compliance with HR practices and policies, especially non-harassment and non-discrimination.
- Schedules employees and approves time and attendance matters.

EDUCATION AND/OR EXPERIENCE:

- Bachelor's degree in Human Services or related field required.
- Minimum three years event experience and strong project management experience required. Previous CSR experience preferred.
- Successful track record of generating revenue for an organization.
- Minimum of two years of supervisory experience in a nonprofit, multi-site or virtual environment preferred.
- Program development, financial management, and customer experience required.
- Must be able to demonstrate internal team leadership and an entrepreneurial, collaborative, and results-oriented approach.

COMPUTER & EQUIPMENT SKILLS:

- Has good general knowledge of computer operations; uses a keyboard and calculator proficiently and with a high degree of accuracy.
- Uses Microsoft Office Word and Excel as well as Internet and email programs proficiently.
- Uses typical office equipment.

PHYSICAL JOB REQUIREMENTS:

- Sits for extended periods of time at a computer station or work desk. Stands and walks throughout the day.
- Uses hands and fingers to operate computers and office equipment for up to 8 hours or more each day.
- Requires clear vision at 20 inches or less with or without corrective lenses and vision sufficient to use equipment and drive a car safely.
- Hearing and speech within normal ranges and sufficient for clear communication face to face and on the telephone.
- Lifts up to 10 pounds regularly and 25 pounds occasionally.
- Safely drives own vehicle for business purposes; drives rented vehicles, (e.g., U-Haul trucks), up to 26 feet for projects as needed.
- Exposed to typical office environment conditions and noise levels.
- Must be able to travel up to 20% of annual work time.

MENTAL AND REASONING REQUIREMENTS:

- Uses critical thinking skills to create documents and spreadsheets and interpret information furnished in written, oral, diagram, or schedule form.
- Able to set goals based on available information and to plan work to meet deadlines. Able to project likely future occurrences based on current or historic data.
- Uses decision-making skills and judgment to work independently to resolve problems; able to identify those situations that require supervisor intervention for a solution.
- Able to formulate appropriate responses to requests for services and information from internal or external customers.
- Able to understand, comply, and implement established processes, practices, and systems.
- Uses skill and judgment to ensure written or verbal outputs are clear, accurate, grammatical and of appropriate tone.
- Able to present effective and compelling messages to individuals, groups, and the public.

OTHER JOB REQUIREMENTS:

- Organizes workload throughout the day to meet project timelines and deadlines.
- Maintains professional behavior, dress, and appearance at all times.

- Attends meetings and trainings as requested.
- Maintains a valid, California driver license, proof of vehicle registration and proof of in-state vehicle insurance at all levels in accordance with the requirements of California state law; informs supervisor immediately of changes in license, registration and/or insurance status.
- Consents to periodic motor vehicle record (MVR) reviews and is deemed as “qualified to drive” by insurance carrier.
- May travel by car or air outside the area for one or several days.

To apply, send resumes and cover letter to HR@OneOC.org by 07/16/2021

OneOC is proud to be an equal opportunity employer.