



## JOB DESCRIPTION

### Job Title: Volunteer Services Manager

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

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#### SUMMARY:

Reporting to and working in close collaboration with the Volunteer Services Director, the Volunteer Services Manager serves as a critical member of the Volunteer Services Team, providing a variety of volunteer recruitment and management services for nonprofits and civic-minded companies in Orange County. This position may specifically focus on an RSVP grant, OneOC Days of Service, and/or OneOC's outsourced volunteer management service solutions.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Volunteer Recruitment & Engagement:
  - Responsible for recruiting volunteers for RSVP sites (nonprofits) in designated grant area
  - Builds strategic partnerships with external volunteer groups and nonprofits, creating pipelines for volunteer opportunities on OneOC's Volunteer Calendar and OneOC's Days of Service.
  - Leverages HandsOn Connect Volunteer Management System (VMS) for recruiting volunteers; develops regular cadence and strategy for outreach to volunteers in conjunction with Volunteer Services Director
  - Ensures volunteer hours and impact are tracked through VMS.
- Volunteer Management:
  - Responsible for management of volunteers within OneOC, including: orientation, onboarding, day to day, recognition, and retention
  - Responsible for building relationships and stewarding RSVP volunteers
  - Support nonprofit partners with utilizing the capabilities of the HandsOn Connect Volunteer Management system
  - Supports and manages OneOC's outsourced volunteer management service solution.
- Training & Development
  - Completes Volunteer Engagement Training Program (VETP)
  - Trains nonprofit partners on how to use HandsOn Connect system
  - Trains grant partners on how to report volunteer hours
  - Facilitates trainings and webinars as needed
- Business Development & Financial Management:
  - Responsible for managing a revenue portfolio of earned income opportunities within an assigned Volunteer Services business unit
  - Develops budget unit and revenue goals for assigned business unit; completes variance reports, cash flow projections and collects
  - Maintains strong pipeline of paid services opportunities and leverages Salesforce to track outreach, business development and client activities
  - Develops proposals and MOUs as needed
- Data & Reporting
  - Completes reporting responsibilities for assigned business units, including but not limited to: grant reports, impact reports, etc.

- General
  - Performs all actions in alignment with the vision and goals of OneOC.
  - Ensures effective and courteous communication with all contacts -- internal and external. Works well with diverse people.
  - Maintains current knowledge of and ensures compliance with organizational and department policies and procedures.
  - 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. Reports violations.

**ADDITIONAL RESPONSIBILITIES:**

- Collaborates with OneOC colleagues inside and outside of Volunteer Services team to meet organizational and departmental goals
- Serves as a staff liaison to volunteer groups within OneOC as assigned
- Participates in monthly business development and operational excellence meetings with members of the OneOC team
- Engages nonprofits, volunteers and companies in OneOC Days of Services and Signature Events
- Serves as an ambassador for OneOC in the community
- Other duties as assigned

**EDUCATION AND/OR EXPERIENCE:**

- Bachelor's degree in Human Services or related field required.
- Minimum 3-5 years of professional experience recruiting and managing volunteers within a nonprofit organization.
- Strong project management experience required.
- Program development, financial management, and customer experience required.
- Must demonstrate a successful track record of generating revenue for an organization.
- Must be able to demonstrate internal team leadership and an entrepreneurial, collaborative, and results-oriented approach.

**COMPUTER & EQUIPMENT SKILLS:**

- Comfortable using technology software applications on a daily basis, including but not limited to: MS Office Suite, Salesforce, HandsOn Connect, Formstack, Zoom, etc. Willingness to learn new systems.
- 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.
- Willingness to travel for offsite events.

**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, please submit resume/cover letter to [HR@OneOC.org](mailto:HR@OneOC.org)

*OneOC is proud to be an equal opportunity employer*