



JOB DESCRIPTION

Job Title: Volunteer Services Manager

Reports to:	Volunteer Services Director	Dept:	Volunteer Services
FLSA Classification:	Exempt FT	Entity:	OneOC Core
Supervises Others:	No		

SUMMARY:

Newly awarded grant funded position. The Volunteer Services Manager will manage and lead all aspects of a grant that focuses on facilitating volunteer service in BIPOC led organizations in BIPOC communities throughout LA, Orange, Kern, San Diego, and Riverside counties. Travel to these counties is required.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Recruitment:
 - Responsible for recruiting 20 – 50 nonprofit partner sites for Volunteer program.
 - Builds strategic partnerships with external nonprofit and volunteer groups, creating pipelines for grant deliverables
 - Onboards partner sites according to grantor processes, including ensuring completion of required documents, creating and implementing service agreements, and tracking all sites' progress.
 - Leading the content and messaging of marketing material to aid in recruitment of partner sites and volunteers
 - Supporting the marketing strategy for recruitment of partner sites and volunteers.
- Engagement & Implementation:
 - Build relationships with partner site supervisors and their volunteers
 - Provide monthly opportunities for partner and volunteer engagement, up to daily communication with partners and their volunteers
 - Facilitate and support partner site supervisors, their volunteers, and the working relationship between them.
 - Implement the grant program ensuring all required tracking, hours, and forms are completed on time in accordance with grant regulations.
 - Responsible for planning and executing events of varying scopes and sizes as necessary for grant program delivery
- Training & Development:
 - Provides Volunteer Engagement training opportunities for partner site supervisors.
 - Provides professional development training for partner site volunteers.
 - Delivers training on all aspects of volunteer management.
 - Attends grant required trainings and monthly calls as needed
 - Attends professional conferences as needed.
- Financial Management:
 - Responsible for managing budget and revenue portfolio associated with the grant.
 - Develops budget and revenue goals for assigned business unit; completes variance reports, cash flow projections and collects.
 - Maintains strong pipeline of and leverages Salesforce to track outreach, business development and client activities.
 - Develops proposals and MOUs as needed.

- Volunteer Management:
 - Uses volunteer management and engagement expertise and lens to manage all aspects of the grant program.
 - Effectively train other organizations (partner sites) on volunteer management and engagement best practices.
- 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 history 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 daily, 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, send resumes/cover letter to HR@OneOC.org

OneOC is proud to be an equal opportunity employer.