



POSITION TITLE: **Director of Volunteer Services**

REPORTS TO: **Executive Vice President & COO**

EMPLOYMENT TYPE: **Full Time – Exempt**

The Director of Volunteer Services organizes and implements a complete volunteer service program including recruitment, training and coordination. The position serves as the primary contact for volunteers, which includes support groups and interns. The Director will work to enable the organization's growing volunteer program in attaining "Service Enterprise" certification, incorporating volunteer participation and engagement as a core strategic function to accomplish the Pacific Symphony's mission. Responsibilities include identifying work throughout the organization that can be accomplished by volunteers, and promoting their services. In addition to supporting goal achievement and the accomplishment of specific tasks, ambassadorship by volunteers and nurturing of greater connection to the organization is a key purpose.

PRIMARY RESPONSIBILITIES

- **Planning, Organization and Development:** Develop a strategy and infrastructure for mission-driven volunteer engagement, with the goal of achieving "Service Enterprise" certification
 1. Develop and implement goals and objectives for the volunteer program
 2. Assess opportunities and need for volunteers to enhance program delivery and administrative services
 3. Conduct ongoing evaluation of the program and services delivered by volunteers, recommending and implementing improvements as identified and/or necessary
 4. Administer and review policies and procedures which guide the volunteer program
 5. Implement forms and record systems to document volunteer activities
 6. Identify volunteer assignments that provide meaningful and productive work for volunteers
 7. Write volunteer position descriptions in consultation with appropriate staff members
- **Community and Leadership Support and Engagement:** Cultivate and demonstrate community interest and executive commitment to volunteer engagement
 1. Promote the volunteer program to gain community and organizational support
 2. Develop and implement effective strategies to recruit and retain qualified volunteers with the appropriate abilities and aptitudes
 3. Conduct outreach and volunteer recruitment to sustain and grow volunteer participation
- **Resource Allocation:** Identify and request allocation of sufficient resources (time, funds, people, and tools) to support the volunteer program and engagement
 1. Develop a budget for volunteer program activities
 2. Administer and monitor expenditure for the program against the approved budget
 3. Work with the administrative staff to identify HR and facilities requirements
 4. Ensure that volunteers work in a safe and supportive environment

- **Tracking and Evaluation:** Track the activity, outputs and outcomes of volunteer contributions, and monitor the quality of the volunteer experience
 1. Ensure that volunteer check-in/check-out procedures are in place and followed
 2. Maintain recordkeeping system for tracking volunteer hours with consistent procedures
 3. Establish and implement a process for evaluating the contributions of individual volunteers and the effectiveness of each position in serving organizational goals
 4. Prepare an annual report of the contributions made through the volunteer program

- **Effective Intake, Onboarding and Training:** Train volunteers and staff on their respective roles
 1. Develop and implement application and interview protocols for potential volunteers to achieve the best match between the skills, qualifications and interests of the volunteers and the needs of the organization
 2. Implement a screening and application process for potential volunteers
 3. Generate volunteer position descriptions with primary responsibilities
 4. Ensure that volunteers are given appropriate training to be successful in their positions

- **Assignments, Orientation and Supervision:** Match and place volunteers in appropriate positions, clarify their roles, provide orientation and support them throughout their service tenure
 1. Orient volunteers to increase their understanding of the organization, its services and the roles and responsibilities of volunteers
 2. Train staff to work effectively and cooperatively with volunteers in their area of focus
 3. Ensure that volunteers receive the appropriate level of supervision
 4. Assist with conflict resolution among volunteers, staff and clients in accordance with established procedures
 5. Establish a standardized evaluation program for individual volunteer performance review
 6. Create a volunteer recognition program

- **Technology and Communications:** Evaluate and recommend technology that will support the volunteer program
 1. Advance adoption of participation and tracking software (existing and/or new)
 2. Determine communication protocols for volunteers and those working with them
 3. Work with the IT team to identify and implement appropriate software tools
 4. Serve as liaison for program to website manager, working with the administrative team

- **Extending Reach and Partnerships:** Cultivate a mutually beneficial relationship with the community to increase engagement and reach, with an initial focus on engaging Chinese American populations
 1. Work to support development of an active Chinese American support group and related affiliations within various segments of the community
 2. Cultivate interest from, and provide opportunities for, new volunteers from communities not already engaged with the Symphony
 3. Learn to develop ways to increase volunteer participation within various local communities
 4. Support the Symphony's work to expand its demographic reach, including younger audiences, and advance audience growth and expansion

QUALIFICATIONS AND SKILLS REQUIRED:

1. 3 or more years of experience relevant to leading volunteers and developing volunteer programs
2. Experience implementing volunteer projects and plans
3. Understanding of recruitment processes, and talent in motivating others to join and participate
4. Desire to work in complex, multi-disciplinary environment
5. Capacity to be self-directed while working as a member of a larger team
6. Excellent verbal and written communication skills
7. Supervisory skills, with a talent for empowering responsible and self-motivated volunteers
8. Familiarity with administrative and database tracking systems
9. Experience working in an arts organization preferred
10. Knowledge of classical music is desirable but not required
11. Fluency or familiarity with Mandarin (or Cantonese) a plus
12. College level, professional and/or vocational education required
13. Interpersonal communication and conflict management skills
14. Detail oriented and able to multi-task

NOTE: *Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.*

BENEFITS OFFERED:

Pacific Symphony offers a complete health benefits package, paid vacation and holidays, and a 401(k) plan.

ORGANIZATIONAL BACKGROUND:

Founded in 1978, Pacific Symphony enriches the human spirit through superior performances of classical and symphonic music. The Symphony is located in Orange County, California's second most populous county, boasting a rich arts tradition strongly supported by an engaged public. The region is a major tourism area and business hub. For twenty-six consecutive years the Symphony has balanced its operating budget of nearly \$20 million and has no accumulated debt. It has eighty-eight regular members of the orchestra, and employs an administrative staff of approximately fifty.

Pacific Symphony is a highly dynamic and innovative organization, led artistically by Music Director Carl St.Clair and operationally by President John Forsythe. It presents more than 100 concerts annually and serves 250,000 community members each year. The Symphony is nationally and internationally recognized for performance excellence, strong community engagement through education and other programming, and for commissioned new works by contemporary composers. Pacific Symphony twice received prestigious ASCAP Awards for Adventuresome Programming. Pacific Symphony's Class Act elementary school enrichment program has been honored by the National Endowment for the Arts.

Resident for much of the year at the renowned Renée and Henry Segerstrom Concert Hall, the Symphony also presents an outdoor summer series at Irvine Meadows Amphitheatre. In the 2015-2016 season, Music Director Carl St.Clair will be celebrating his 26th Anniversary with the Pacific Symphony, while Principal Pops Conductor Richard Kaufman is celebrating his 25th season leading the Pops series.

APPLICATION PROCEDURE:

Please send resume along with cover letter to rstein@artsoc.org for consideration.

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www.pacificsymphony.org