



Volunteer Experience Manager

Position Title: Volunteer Experience Manager

Employment Status: Full time Exempt

Pay range: \$55,000 -\$60,000

Responsible to: Camp Director

Note: This position is based at the Okizu office in Novato, CA but is currently a remote position.

Position Summary:

Guided by our strategic plan, the Volunteer Experience Manager is responsible for designing and implementing a program for the recruitment and retention of all volunteers ranging from camp counselors, nurses and oncologists, lifeguards, to event staff and people to help with special projects. The Volunteer Experience Manager will also support our social media presence and help with other in-office and at-camp duties as assigned.

Volunteer Experience Manager is to ensure the organization has enough volunteers to fulfill our mission of providing high quality camp experiences to families affected by childhood cancer in Northern California. To meet that goal, a Volunteer Experience Manager must perform a variety of duties involving recruitment, training, program planning, and retention of volunteers. This person should have administrative, supervisory experience with volunteers. Must have great verbal and written communication skills and must become a master of the camp management software.

General Expectations: The Volunteer Experience Manager is an important part of the Okizu team. In order to achieve our mission of offering recreation, respite, mentoring, and peer support programs for all members of families affected by childhood cancer, it is essential that all Okizu employees and volunteers carry out their work in an efficient and professional manner, that they adhere to Okizu policies and philosophies at all times, and that they contribute to the community nature of camp. All staff members are expected to

conduct themselves in a manner consistent with the camp mission and general operating policies.

ESSENTIAL DUTIES:

1. Recruit Volunteers for the Okizu Camp Program.

The Volunteer Experience Manager will use a variety of methods to attract suitable candidates to be a part of Camp Okizu. The Volunteer Experience Manager will place advertisements on college portals, post volunteer opportunities online, and attend job fairs with the hope of meeting new volunteers. They will work with regional Okizu volunteer committees to have Okizu represented at community and university events. They will manage camp promotion on all social media platforms and create engaging content. The Volunteer Experience Manager will also interview potential volunteers to determine if they are a good fit for the camp program.

2. Monitor and Lead Training for Volunteers

It's the Volunteer Experience Manager's responsibility to track pre-season training and host orientation sessions online and in person throughout Northern California for all new and returning volunteers. They will also manage volunteer background screenings.

3. Maintain high standards to retain volunteers.

The Volunteer Experience Manager will plan events to celebrate volunteer camp staff at least three times a year. They will create a monthly newsletter, send out birthday cards, and manage volunteer recognition events.

4. Irregular work hours and travel.

The Volunteer Experience Manager must be available to work irregular hours, shifts, weekends, and holidays, with overnight travel to Camp Okizu. Same-day and occasional overnight travel throughout Northern California may be required. The Volunteer Experience Manager must have the ability to perform the essential functions of this job in a variety of work environments including: Okizu office, telecommuting, hospitals, Universities, and summer camp environments.

5. Live at various rental sites during the summer.

Must submit health history record and examination completed by MD, RN, PA or NP form at the beginning of each summer.

6. Accept other duties as assigned.

JOB REQUIREMENTS:

Required Experience:

- Previous experience with managing volunteers.
- Willing to obtain first aid and CPR certification.
- Minimum six weeks previous experience in a management or supervisory position.

Knowledge, Skills, and Abilities:

- Support the beliefs and principles of the Okizu organization.
- Knowledge and experience with Okizu camp program preferred.
- Ability to schedule and supervise staff.
- Desire and ability to work with volunteers.
- Excellent oral and written communication skills.
- Ability to solve problems as an individual and with a team.
- Master of Excel, Word, PowerPoint, etc.
- Experience with camp management systems preferred.

Physical Aspects of the Position:

- Ability to communicate and work with various groups of volunteers.
- Valid driver's license and a good driving record are required
- Stand, sit or remain in a stationary position at least 70% of the time
- Stoop, kneel, and lift to move supplies
- Possess endurance including prolonged standing, some bending, stooping, and stretching.
- Ability to lift 40-50 pounds.
- Visual and auditory ability to identify and respond to environmental and other hazards related to activity outdoors at camp.
- Physical ability to respond appropriately to situations requiring first aid.
- Must be able to assist others in an emergency (fire, evacuation, illness, or injury) and possess strength and endurance required to maintain constant supervision of 30 people.
- Willing to live in camp setting for part of the year and work irregular hours.

- Operate with daily exposure to various weather conditions and animals such as bugs, snakes, bats, raccoons, and other wilderness animals common to the area when at the program.

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

Okizu is an Equal Opportunity Employer (EOE). Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability or veteran status.