



## CATALINA ISLAND CONSERVANCY

*A responsible steward of its lands through a balance of conservation, education and recreation*

### JOB DESCRIPTION

**POSITION:** Volunteer Services Manager

**STATUS:** Exempt, Full-Time

**REPORTS TO:** Director of Conservation Operations

**SALARY:** \$65K – 72K/ yr.

**SALARY:** 106

**DEPT:** Conservation

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#### **POSITION SUMMARY:**

The Volunteer Services Manager core goal is to work with the Director of Conservation Operations to vision an inclusive model of volunteer engagement to support the Conservancy's core mission areas of Conservation, Education and Recreation and support conservation program delivery across the department. This individual will develop diverse models of public engagement from single day service to extended project support. This includes design of service opportunity through collaboration with other departments, recruiting both on and off Island, volunteer training, extensive logistical coordination, and evaluation of experience effectiveness. This includes management of all volunteer resources including a vehicle fleet and campgrounds.

#### **ESSENTIAL RESPONSIBILITIES:**

- Steward a broad suite of volunteer opportunities through collaboration with departments across the organization. This ranges from individual volunteers with repeated service in a single department to large groups of volunteers for special events such as the annual Conservancy Ball.
- Regular recruitment and engagement presentations from booths/group presentations and marketing materials. Recruitment/engagement will require travel and accessibility at events, corporate businesses and with groups in the Los Angeles and Orange County.
- Vision unique and innovative ways to build volunteerism while navigating the unique attributes of an Island location.
- Through department collaboration, align volunteer interests and passions with prioritized Conservancy service needs and projects.
- Execute all stages of building a volunteer department from design of opportunity through evaluation of final experience including honoring volunteer service.
- In collaboration with Conservation Operations, manage program resources including a fleet of vehicles and two campgrounds including maintenance and upkeep, efficiency of processes, and innovate models of resource sharing across departments.
- Collaborate with Education Department colleagues to deliver a ladder of training and professional growth opportunities to engage volunteers at all stages of service, from emergent to those with multiple years of service experience.

- Develop opportunities that encourage volunteers to seek out expanded opportunities to support the Conservancy and stay connected over multiple years.
- Establish and deliver a holistic evaluation process of the program, individual performance, effectiveness of projects as successful service opportunities, and efficiency of logistics.
- Strategic management of data and generation of regular reports as well as program modifications as needed based on data analysis.

### **DAILY DUTIES AND ACTIVITIES:**

- Identify and develop volunteer roles and opportunities.
- Recruit, screening, interview and effectively assessing volunteer candidates for alignment with service opportunities.
- Provide task-specific training and guidance.
- Manage logistics of volunteer access to site and project (travel, site access, safety briefings, registration process)
- Thoughtful and precise communication with internal and external stakeholders: Email, Phone, Written
- Oversee campground use and maintenance which includes pre-arrival preparation and departure clean up.
- Transport of volunteers to and from work sites and campgrounds as needed.
- Ensure volunteers are working within the scope of their assignments.
- Handle all unpaid personnel issues and concerns in line with Conservancy guidelines. Collaborate with Human Resources when necessary to ensure compliance.
- Lead and support program delivery at festivals, in the classroom, at the Nature Center, and at the Garden.
- Regular data entry regarding volunteerism numbers and hours as well as benchmark data.
- Management of vehicle and campground calendars.
- Other duties as assigned.

**To perform this job successfully, an individual must be able to perform each essential duty in a satisfactory manner. The requirements listed below are representative of the knowledge, skills and/or ability required. An ideal candidate will possess a substantial combination of all these requirements. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

### **REQUIRED QUALIFICATIONS:**

#### **KNOWLEDGE/SKILLS:**

- Knowledge of all phases of volunteer operations from strategic visioning and planning to execution and evaluation.
- Ability to communicate effectively utilizing interpersonal skills to maintain effective relationships with volunteers, other department staff and the public.
- Ability to express oneself clearly and concisely in presenting ideas and concepts both in verbal and written form, including preparation of legible and accurate reports.
- Flexibility and ability to cope with multiple tasks and competing priorities.
- Ability to innovate and work strategically to overcome challenges with poise and positivity.

- Ability to confidently lead youth and/or adults on hikes up to 5 miles on trails with significant incline.
- Ability to deliver a presentation and/or teach a lesson to groups of all ages utilizing best practices of learning engagement.
- Ability to project manage two large volunteer camps that include facilities, tents, kitchens, showers/toilets, and assembly areas.
- Ability to drive multiple types of vehicles to transport volunteers to various locations on the island is required.
- Ability to pursue passenger endorsement to drive 14 passenger van is desired.

#### COMMUNICATIONS/INTERPERSONAL CONTACTS

- Strong customer service skills (internal and external) are extremely important.
- Ability to function and thrive in role of internal consultant within a complex, multi-goal (conservation, education, recreation) organization with diverse professional staff (scientists, operations professionals, visitor experience managers, marketing, and public relations) is crucial.
- The ability to approach challenges or unique situations with a focus on solutions and innovation.
- The ability to work both independently or as a part of a team is essential.

#### EDUCATION/EXPERIENCE

- BS or BA degree with at least 3 years of volunteer management experience preferred. Previous experience working with the public and coordinating or leading groups is required.
- Background in conservation, ecology, science, business, or communications a plus.
- Fluency in Spanish a plus.

#### WORK ENVIRONMENT/ PHYSICAL DEMANDS:

- **Employee must live and work on Catalina Island.**
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
  - Position involves functioning both in field and office environments.
  - Fieldwork requiring a high level of fitness. Fieldwork involves extensive manual labor; hiking over rugged terrain; and the use of equipment and tools. The employee must regularly lift and/or move up to 25 pounds. Specific vision abilities required by this job include close, distance, and color vision, depth perception, and the ability to adjust focus.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
  - Work location is at the Conservation offices in Middle Ranch, Conservancy House, Avalon, CA, as well as work in the field at various locations around the Island. Approximately 50% of the position is in the office with 50% in the field.
  - The office environment has moderate noise levels and is a non-smoking environment.
  - Field conditions are strongly weather-dependent and may be windy, hot, dusty, cold, muddy and/or wet depending on season and the degree of exposure. Smoking is allowed only at limited designated field sites.
  - Work may be conducted independently or with groups of staff and volunteers. Typical hiking conditions include very steep, rugged terrain on unstable rocky substrate with poison oak and cactus. Wildlife may be encountered in the field and pose some threat.