



Volunteer Specialist

Purpose of the role:

Under general direction, performs a variety of duties pertaining to the Bank of America Performing Arts center (BAPAC) Volunteer Usher program; supports the oversight of over 300 volunteer ushers and provides direction and consultation for volunteer functions; performs related duties as assigned.

Distinguishing Characteristics:

The Volunteer Specialist performs general supportive responsibilities relating to volunteer and patron activities requiring sound knowledge of front-of-house and volunteer activities. Duties are performed in support of the Cultural Affairs Department. Assignments are varied and carried out with a high degree of independent judgment.

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Essential Duties and Responsibilities:

- Supports the Front-of-House Supervisor, and other Cultural Affairs Department staff, in activities needed to provide an outstanding patron experience and to provide a safe and pleasant environment at BAPAC events.
- Coordinates volunteer requirements for City presented or sponsored community events and festivals.
- Participates in, and supports, the recruitment, screening, interviewing and selection of volunteers.
- Assists in providing appropriate support, orientation, and training for volunteers.
- Prepares and distributes volunteer event schedules.
- Maintains database ensuring accurate records of volunteer contact information, schedules and service hours.
- Researches, establishes and maintains volunteer policies, procedures and standards of customer service.
- Assists in providing ongoing volunteer training on basic roles and responsibilities, safety and evacuation procedures and venue operating policies.
- Ensures that volunteers are properly briefed prior to each event regarding their roles and responsibilities.

- Ensures that volunteers have up-to-date information about BAPAC programs and services to provide patrons.
- Distributes relevant event information in a timely manner to volunteers.
- Assists in managing volunteer program budgets and resources, including reimbursement of expenses.
- Promotes BAPAC volunteer opportunities through various strategies, and campaigns, including presence at community festivals and events.
- Assists in the development and implementation of the volunteer retention and appreciation program to recognize volunteers and their contributions.
- Confers with volunteers to resolve issues and promote cooperation with staff and other volunteers.
- Maintains relationships with other volunteer organizations in the area.
- Handles confidential records and materials with discretion.
- Performs related duties as required.

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

***Desired
Minimum
Qualifications:***

Knowledge of:

- Theatre operations, front-of-house operations and volunteer program management and training.
- Structure and content of the English language including spelling, punctuation, grammar and rules of composition.
- Office procedures, methods, and equipment including computers and applicable software applications such word processing, spreadsheets, and databases.

Ability to:

- Perform a full range of varied, difficult, sensitive, highly responsible and confidential support functions of a general or specialized nature in support of the Cultural Affairs Department.
- Prepare clear, concise and comprehensive correspondence, reports, studies and other written material.
- Utilize standard office equipment including computers and related software applications.
- Understand, interpret, and apply administrative and departmental policies and procedures.
- Exercise good judgment and maintain confidentiality related to critical and sensitive information, records, and reports.
- Organize and prioritize timelines and project schedules in an effective and timely manner.
- Communicate clearly and concisely, both orally and in writing.

- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.

Competencies:

- Results Oriented
- Customer Focused
- Accountable
- Problem Solver and Decision Maker
- Planner and Organizer
- Interpersonally Effective
- Technically Knowledgeable

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education and Experience Guidelines:

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by college level course work in arts management, nonprofit administration or a related field.

Experience:

Two years of experience as a volunteer coordinator for a public or nonprofit employer, preferably for a theatre or performing arts related organization.

Licenses; Certificates; Special Requirements:

A valid Class C California driver's license is required.

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Physical and Environmental Conditions:

Physical: Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; lift, drag, and push/pull files, paper, and documents weighing up to 25 pounds; and operate office equipment. **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. **Hearing:** Hear in the normal audio range with or without correction.

Environment: Standard office setting; interact with staff, City officials, volunteers, and rental clients; occasionally works around loud noise levels.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Date Adopted: 07/01/17

Date Revised: