



8/04/2021

Job Title: Manager, Volunteers

Reports to: Director, Games Operations & Services

Location: Fort Lauderdale, Florida

Position Timeframe: Position will exist from hire date and will terminate May 31, 2022

The National Senior Games Association (NSGA) is a nonprofit Affiliate Organization Council member of the United States Olympic/Paralympic Committee that promotes health and wellness for adults 50 and over through education, fitness and sport. Since 1987, NSGA has governed the biennial National Senior Games, the largest multi-sport championship event in the world for seniors. The Association is comprised of 53 independent Member Games that conduct qualifying competition events. The 2022 National Senior Games presented by Humana will take place May 10-23, 2022 in Fort Lauderdale, Florida and surrounding communities. The Games will be home to a projected 10,000 athletes plus family members and visitors over the fourteen days of competition including Flame Arrival Celebration, the Celebration of Athletes and The Village.

Job Summary

The Manager, Volunteers of the 2022 National Senior Games (22NSG) will have the primary responsibility to assist in the Director, Volunteers in recruitment, organization and design, delivery and management of the volunteer program for all sports and operational aspects for the 22NSG. This includes the development of a comprehensive volunteer program (2,000+ volunteers); identification of workforce requirements; recruitment of volunteers; development and implementation of volunteer workforce policies and procedures; development of volunteer systems and communications; development and implementation of volunteer recognition and retention programs; conduct leadership and training sessions for volunteer workforce; and development and implementation of uniform design and distribution. The position will also provide communication and administrative leadership to the athletes, coaches, visitors, vendors, volunteers and contractors as necessary to perform their Games duties. Volunteer services is involved in both strategic planning and day-to-day events, particularly in relation to sports and Games Services. Responsibilities often cover several departments, as well as central services that link to all the teams in the organization. Likely areas of volunteers include but not limited to:

- accreditation;
- hospitality;
- logistics;
- awards management;
- operations;
- results;
- signage install/deinstall
- sports management and production;
- transportation;
- venue setup/teardown.

This position will work collectively with each functional area, from the time of their selection through the post-Games debrief. This position will work directly with the National Senior Games Association staff (NSGA) to ensure the athletes, coaches and visitors experience the athletic, physical, cultural and social benefits of participating in the 22NSG while visiting Fort Lauderdale, Florida.



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Job Requirements Preferred (Education, Knowledge, Skills)

- Minimum 5 years' experience in day-to-day sports events management
- Experience developing large scale volunteer programs with more than 2,000 volunteers
- Background and passion for sports and the power it has to change individuals, communities and social structure
- Track record of demonstrating strong financial management and organizational leadership
- Negotiating skills and ability to work with senior management in the public and private sectors
- Exceptional communication skills, organizational, and administrative skills
- Demonstrated success in effective team building to ensure accomplishment of team goals
- An ability to work as a team member within the guidelines of the National Senior Games Association
- Bachelor's degree preferred

Job Responsibilities (to include but not limited to):

- Provide leadership and communicate with the NSGA Staff
- Assist with NSG volunteer database management
- Assist in delivering overall Volunteer strategies and Volunteer Concept of Operations
- In conjunction with Functional Areas, refine and manage evolution of organizational structure and staffing plans for volunteers (job titles, quantities, etc.)
- Assist in volunteer workforce recruitment plans
- Assist in sourcing staff for Functional Areas and oversee screening and engagement of volunteers
- Assist in develop and ensure adherence to volunteer policies and procedures, including departmental process integration between accreditation, training, uniforms, and volunteer deliverables
- Assist analysis and development of Volunteer system solutions, including NSGs partnered VMS
- Assist Volunteer selection process (i.e. interviews, assignment, confirmation)
- Assist in planning and help develop volunteer check-in and procedures for venues
- Help to identify, engage, train and manage Venue Volunteer Coordinators
- Oversee volunteer training and uniform development and distribution plans
- Assist in development of volunteer recognition and retention plans
- Ensure volunteers are adequately scheduled and notified well in advance of the Games
- Provide ongoing updates on volunteer staffing plans, progress and volunteer issues
- Assist in development of volunteer out-processing plan
- Work with Corporate Development as contact with (sponsor) companies in matter of volunteers or program questions
- Actively prepare and participate in all scheduled meetings and conference calls as needed
- Ensure the safety and well-being of the NSG athletes, coaches, friends & family, and volunteers
- Support all marketing, website, and social media programs as needed
- Provide appropriate support for all non-sports events
- Attend in person meetings in Fort Lauderdale as requested
- Work in close coordination with the 22NSG team and others to ensure overall success of The Games
- May include attendance to in-person meetings as well as travel to and from in Fort Lauderdale
- Provide necessary post-Games reports and other duties as required
- All other duties as assigned