

INTERIM VOLUNTEER PROGRAM MANAGER Job Description

SIFF's mission is to create experiences that bring people together to discover extraordinary films from around the world. It is through the art of cinema that we foster a community that is more informed, aware, and alive.

OVERVIEW AND IMPACT

The Volunteer Program Manager is responsible for managing the volunteer program for the 2018 Seattle International Film Festival. This position will also consult on the administration and direction of the Volunteer program for SIFF Cinema year-round. This includes improving database management, writing and implementing both process and policy, cultivating culture and community, and reporting best practices going forward.

CLASSIFICATION

Non-exempt

POSITION DATES

February 5th - July 13th, 2018

REPORTING RELATIONSHIP

Reports to the Director of Operations

PRIMARY DUTIES and RESPONSIBILITIES

Festival Volunteer Management

- Recruit all festival volunteers (850+)
- Attend training sessions for all local and remote festival locations
- Upload volunteer shifts to Shiftboard, manage daily adjustments and on-call assignments
- Be the primary communication path with volunteers
- Act as a liaison between volunteers and staff
- Keep all volunteer records in database and up to date
- Plan, promote, and run the volunteer meeting at the beginning of the Festival
- Coordinate the volunteer appreciation party at the end of the Festival
- Process and distribute volunteer badges and t-shirts
- Manage volunteer voucher distribution processes
- Create and manage end-of-festival volunteer survey
- Create and update Volunteer Compendium and training manuals

Consultation Focus

- Improve volunteer database and software management
- Update SIFF Volunteer Policy, procedures, and training
- Implement processes that streamline the volunteer experience

- Recommend community and culture building activities
- Provide written report on best practices going forward at end of contract

Other duties as assigned

IDEAL QUALIFICATIONS

- 3 years volunteer or HR program management
- 3 years festival or event management
- 3 years volunteer and/or staff supervisory experience
- Superior leadership, management and interpersonal skills
- Professional demeanor; outgoing and friendly personality
- Demonstrated ability to remain calm during stressful situations
- Demonstrated ability to work with diverse, creative personalities
- Ability to work effectively alone and with a team
- Strong organizational skills and ability to prioritize, problem solve and multitask
- Excellent written and oral communication skills
- Proficient knowledge of MS Office Suite, Google Suite; knowledge of Shiftboard a plus
- Ability to exhibit consistent follow-through and can work under time constraints
- Ease with public speaking
- Excellent writing and verbal communications skills essential
- Ability to maintain confidentiality with information
- Must be able to work some nights and weekends, and be on call 24/7 during the Festival

TO APPLY:

Email letter of interest and resume to siffjobs@siff.net indicating Interim Volunteer Program Manager in the subject line.

SIFF is an equal opportunity employer. We seek to hire candidates that reflect the cultural diversity of our community. We believe every employee has the right to work in an environment free from unlawful discrimination as is consistent with our commitment to diversity, respect, and inclusion. Consistent with applicable federal, state, and local laws, SIFF provides all employees and applicants with equal opportunity in all aspects of the employment relationship.