

Job Posting: Volunteer and Operations Manager

Posting Date: October 28, 2022

SPECTRUM is a volunteer-based 2SLGBTQIA+ charity that is a sustainable, supportive, positive and safe space for people of all ages in the Waterloo Region. By providing resources, information, rainbow-related events, and programming, SPECTRUM works together with partners and allies to ensure a strong and inclusive community.

SPECTRUM aims to provide a diversity-friendly work environment and particularly encourages people of all ethnicities, genders, sexual/gender identities, cultural backgrounds, abilities and beliefs to apply. SPECTRUM welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Position Description:

- This is a one-year temporary role with the possibility of extension and/or to be made permanent.
- Hours: Full Time, Monday-Friday (35 hours per week), with ability to work some evenings and weekends as programs or events require.
- Hiring Range: \$50,000-\$55,000 per year
- Combination of in-office and remote work TBD

The Volunteer and Operations Manager of SPECTRUM, reporting to the Executive Director, will be responsible for various day-to-day administrative and operational tasks. These include:

1. All aspects of managing volunteers including:
 - creating role descriptions, and advertising (social media posts, etc.)
 - managing our Volunteer Waterloo Region member portal and attending Waterloo Region Association of Volunteer Administrators meetings
 - interviewing potential volunteers
 - training volunteers using our existing materials and/or creating new materials as needed
 - managing volunteer paperwork and police checks including annual paperwork for board members
 - scheduling programs and events and the volunteers to work them
 - volunteer evaluations
 - supporting volunteers with frequent communication
 - running volunteer appreciation programs and events
 - managing our volunteer system, Better Impact.
2. Working with partner organizations related to scheduling programs and events that happen off-site.
3. Creating program evaluation tools, and reports with analysis of evaluation feedback.

4. Managing the physical space of SPECTRUM, including inventory and acquiring needed items for the space.

Additional duties may include:

- Managing inquiries (telephone and email)
- Attending events on behalf of SPECTRUM when needed
- Assisting the Executive Director with grant application and report writing
- Assisting the Executive Director with budgeting
- Assisting the Executive Director with marketing and communications
- Additional duties as required. This is a new role that we will co-create with the successful applicant. It has the potential to grow in a variety of directions depending upon the skills and experience of the successful applicant.

Qualifications:

- Excellent time management, organizational, and administrative skills
- Substantial community development, outreach or social services program delivery experience
- Excellent written and verbal communication skills
- Strong organizational/administrative skills and an ability to work independently
- Ability to use Microsoft Office and similar products, including email, spreadsheets, word processors, etc.
- Comfortable working with people of all backgrounds (i.e. gender, sexual orientation, ethno-culturally diverse populations, individuals living with addictions and/or mental health challenges)
- Flexibility to work occasional evenings and/or weekends
- Flexibility to travel, if necessary, within Waterloo Region to meet with groups and/or host events

Beneficial:

- Preference will be given to candidates who are 2SLGBTQIA+-identified
- Some post-secondary education (college diploma/certificate or undergraduate degree)
- Previous volunteer management or staff supervision experience
- Strong presentation abilities and group facilitation skills
- Previous experience managing high-volume electronic inquiries
- Previous experience with managing social media channels
- Previous event-planning experience

Application:

Please apply with a cover letter and resume to info@ourspectrum.com by November 30, 2022. Subject line: APPLICATION: VOLUNTEER AND OPERATIONS MANAGER. We thank all applicants in advance; however, we will be corresponding only with those selected for an interview.