Volunteer Program Manager Job Description
Deadline to Apply: March 10, 2023
Intended Start Date: April 15/May 1, 2023
To apply: Applicants will need to submit a resume and cover letter via the link below:
https://app.smartsheet.com/b/form/6d9a1303882f4c9f9cf6483eeb942c3c

The Billion Oyster Project Volunteer Program Manager is a high-performing project manager and community organizer who genuinely enjoys working in a fast-paced environment and is an enthusiastic problem-solver. This position is vital to the success of Billion Oyster Project’s outreach to the public. The successful candidate will lead the volunteer team in the coordination and execution of volunteer events. This position requires the ability to work weekends.

Enthusiasm for the work of educating and engaging volunteers of all ages and abilities about the restoration of their natural environment is an expectation for this position. The Volunteer Program Manager must be comfortable working with various Billion Oyster Project stakeholders, enhancing these relationships, and delivering complex multi-step projects. Strong communication, time management, customer service, and organizational skills are critical for this position.

What you’ll do:
The Billion Oyster Project Volunteer Program Manager will lead volunteer staff, including seasonal hires, in hands-on restoration and educational opportunities for various types of volunteer groups including but not limited to: individuals from the public, community scientists, and school groups. The Volunteer Program Manager will be responsible for managing the duties related to public volunteers and BOP Ambassadors, (long-term volunteers), and ensuring staff and ambassadors are adequately trained and assigned to events/tasks as requested. The Volunteer Program Manager ensures that materials and activities are prepared for groups ahead of time so that the events run as smoothly as possible. They are also responsible for the implementation and completion of grant deliverables, reports, and metrics within the given deadline.

The Volunteer Program Manager is a team player who takes initiative and ownership over tasks and welcomes collaboration. This position requires excellent project management, communication, community organizing, and interpersonal skills.

The Volunteer Program Manager reports directly to the Director of Community Engagement and is a part of the Community Engagement Department.

Core responsibilities:

- Manage public volunteer coordinator(s) and seasonal hires.
- Supervise volunteer team, and have the ability to lead volunteer activities that engage and inform the public about Billion Oyster Project’s mission.
- Meet with the Director of Community Engagement on a regular basis.
- Create volunteer activities that are widely accessible to participants of all ages and abilities.
- Maintain and grow volunteer base through outreach to individuals, community-based organizations and other groups as needed.
- Collaborate with partners, stakeholders, and colleagues on creating volunteer opportunities outside of Governors Island.
- Recruit, cultivate, train, and schedule a large ambassador workforce to assist with events such as wild oyster surveys, shoreline clean-ups, Oyster Research Station monitorings, spat counts, outreach, and reef monitorings.
- Plan and execute Volunteer and Ambassador appreciation and training events.
- Maintain ongoing communications with volunteers through email and newsletters.
● Embed good practice in volunteer coordination, training, motivation, recruitment, and safety.
● Conduct ongoing evaluation of the volunteer program, its processes, policies, and activities; recommend and implement improvements as necessary, and lead in the development of the end-of-season program evaluation.
● Manage procurement, logistics, scheduling, and overall calendar for public volunteer events.
● Administer Volunteer and Ambassador surveys, and manage grant budgets, deliverables, and all reports in an accurate and timely manner.
● Maintain volunteer CRM database.
● Facilitate interdepartmental meetings with the corporate volunteer staff and fabrication team.
● Work closely with all program managers and department directors to periodically assess needs for volunteer staffing.
● Develop and maintain strong, positive relationships with BOP’s Fabrication team, ensuring that mutually agreed upon expectations and fabrication deliverables are being met.
● Collaborate with the Development team on volunteer grant proposals.
● Identify meaningful volunteer stories, collaborate with the Communications team.
● Additional duties as assigned by the Director of Community Engagement.

You must have

● Bachelor’s degree and 3-5 years of work experience or high school equivalent and 7 years of work experience in volunteer coordination and public engagement.
● Ability to work most weekends from April through October.
● Demonstrated capability to conduct one’s self in a calm and professional demeanor when dealing with the public and/or with difficult situations.
● Ability to work productively in a fast-pace environment with frequent interruptions.
● Experience working effectively with people of various backgrounds and ages.
● Ability to take initiative, manage several projects at once and multitask.
● Flexibility and adaptability; excellent problem-solving skills.
● Exceptional communication and public speaking skills; comfort with speaking in front of a crowd.
● Proficiency with Google Suite (docs, sheets, slides, etc.) is required; experience with Mailchimp, Flickr, Smartsheets, and Salesforce is a plus.
● Strong organizational skills with attention to detail.
● Comfortable with working outdoors in various weather conditions.
● Ability to maneuver 40 lbs and work with machinery and equipment.

You'll be a good fit if you:

● Appreciate working outdoors.
● Enjoy being in and around the water.
● Are a strong communicator both verbally and in writing, with an eye for detail.
● Are energized from engaging and working with the public, and have great customer service skills.
● Understand the importance of adhering to schedules.
● Interest or background in environmental education a plus.
Salary, Benefits, and Perks
The Volunteer Program Manager’s starting salary will range from $65,000 to $70,000

This is a full-time, year-round position at Billion Oyster Project, a 501(c)3 nonprofit organization. The benefits include:

- A generous vacation and paid time off policy
- Health, dental, vision, and life insurance
- 401K plan
- An inspiring working environment on Governors Island in New York Harbor

● FSA plan
● Pre-tax commuter program
● Citi Bike discount
Who We Are and the Work We Do

About
The Billion Oyster Project is a 501(c)(3) nonprofit organization whose mission is to restore oyster reefs to New York Harbor through public education initiatives. The Billion Oyster Project is fueled by the passion and commitment of the team. Enthusiasm for the work of environmental restoration, public education, and environmental justice is an expectation for the position. Candidates should be comfortable working on a team with various stakeholders and delivering on complex, multi-step projects.

Our Vision
A future in which New York Harbor is the center of a rich, diverse, and abundant estuary. The communities that surround this complex ecosystem have helped construct it, and in return, benefit from it, with endless opportunities for work, education, and recreation. The harbor is a world-class public space, well used and well cared for—our Commons.

Our Ethos
Restoration through Education
We believe that restoration without education is fleeting. To ensure the long-term health and productivity of our natural environment, we must teach young people to care for, monitor, and restore their Harbor.

Education through Restoration
We believe that students learn best when applying their studies to large-scale ecosystem restoration projects that challenge them to become active participants and take them out of the classroom, down to the water's edge to experience the ecosystem first-hand.

Our Flagship School
The Urban Assembly New York Harbor School's mission is to provide a college-preparatory education built upon New York City's maritime experience that instills in students the ethics of environmental stewardship and the skills associated with careers on the water. New York Harbor School offers career and technical education (CTE) programs in 7 areas of marine science, technology, policy, and engineering.

Additional Information

Employment Authorization
Applicants must be authorized to work for ANY employer in the United States. We are unable to sponsor or take over the sponsorship of an Employment Visa at this time.

Work Location
Employees of Billion Oyster Project must reside within the tri-state area and be able to commute daily to Governors Island unless otherwise noted in the job description.

Equal Employment Opportunity
Our goal is to be a diverse workforce that is representative, at all job levels, of the communities we serve. We are committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and teammates without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. We believe that diversity and inclusion among our teammates are critical to our success as an organization, and we seek to recruit, develop, and retain the most talented people from a diverse candidate pool.

Fingerprinting
Any person working in the New York City Department of Education (NYC DOE) buildings, working with NYC DOE students, or who has access to NYC DOE confidential information is required by New York State law to undergo a security clearance, including fingerprints, prior to commencing services. All prospective employees must have a security clearance before starting work. No one can be fingerprinted by the NYC DOE or undergo security clearance unless they have been added to the organization or agency's Personnel Eligibility Tracking System roster.