



JOB DESCRIPTION

DIRECTOR OF VOLUNTEER SERVICES

Reporting to: Executive Vice President & COO

Location: Irvine, CA

Website: <https://www.pacificsymphony.org/>

OneOC is proud to partner with Orange County's Pacific Symphony in the recruitment of the Director of Volunteer Services.

ORGANIZATION OVERVIEW

Pacific Symphony, led by Music Director Carl St. Clair for the last 30 years, has been the resident orchestra of the Renée and Henry Segerstrom Concert Hall for over a decade. Currently in its 40th season, the Symphony is the largest orchestra formed in the United States in the last 50 years; and it's recognized as an outstanding ensemble making strides on both the national and international scene, as well as in its own community of Orange County. In April 2018, Pacific Symphony made its debut at Carnegie Hall as one of two orchestras invited to perform during a yearlong celebration of composer Philip Glass' 80th birthday, and the following month the orchestra toured China. The orchestra made its national PBS debut in June 2018 on *Great Performances* with Peter Boyer's "Ellis Island: The Dream of America," conducted by St. Clair. Presenting more than 100 concerts and events a year and a rich array of education and community engagement programs, the Symphony reaches more than 300,000 residents—from school children to senior citizens.

MISSION, VISION, & VALUES

Mission

Pacific Symphony inspires, engages and serves Orange County and the region through exceptional music performances, and education and community programming.



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Vision

Pacific Symphony leads a renaissance in the appreciation, accessibility and impact of classical music in Orange County and the region, through creativity, responsiveness and innovation.

Values

Excellence: Pacific Symphony strives for the highest quality in performance, community service and organization.

Passion: Pacific Symphony brings determination, great energy and vitality to its work and projects a sense of pride.

Education: Pacific Symphony seeks to ensure greater understanding and appreciation of music by all ages.

Engagement: Pacific Symphony listens to and believes in involving the community, its artists, and volunteers in shaping the future of music and ensuring its impact on the broader community.

Innovation: Pacific Symphony embraces and anticipates change, experiments with new practices, and shapes the future of classical music.

Financial Responsibility: Pacific Symphony generates and stewards programs and resources which meets the needs of present and future generations.

THE OPPORTUNITY

The Director of Volunteer Services organizes and implements a complete volunteer service program including recruitment, training, and coordination. The position serves as the primary contact for volunteers, which includes support groups and interns. The Director will work to enable the organization's growing volunteer program in attaining "Service Enterprise" certification, incorporating volunteer participation and engagement as a core strategic function to accomplish the Pacific Symphony's mission. Responsibilities include identifying work throughout the organization that can be accomplished by volunteers and promoting their services. In addition to supporting goal achievement and the accomplishment of specific tasks, ambassadorship by volunteers and nurturing of greater connection to the organization is a key purpose.

Scope of Responsibility:

- Develop a strategy and infrastructure for mission-driven volunteer engagement, with the goal of achieving "Service Enterprise" certification.
- Cultivate and demonstrate community interest and executive commitment to volunteer engagement
- Identify and request allocation of sufficient resources (i.e., time, funds, people, and tools) to support the volunteer program and engagement.
- Track the activity, outputs, and outcomes of volunteer contributions, and monitor the quality of the volunteer experience.



- Train volunteers and staff on their respective roles.
- Match and place volunteers in appropriate positions, clarify their roles, provide orientation, and support them throughout their service tenure.
- Evaluate and recommend technology that will support the volunteer program.
- Cultivate a mutually beneficial relationship with the community to increase engagement and reach, with an initial focus on engaging Chinese American populations.

Skills & Experience Required:

- Three (3) or more years of experience relevant to leading volunteers and developing volunteer programs.
- Experience implementing volunteer projects and plans.
- Understanding of recruitment processes, and talent in motivating others to join and participate.
- Desire to work in complex, multi-disciplinary environment.
- Capacity to be self-directed while working as a member of a larger team.
- Excellent verbal and written communication skills.
- Supervisory skills, with a talent for empowering responsible and self-motivated volunteers.
- Familiarity with administrative and database tracking systems.
- Experience working in an arts organization preferred.
- Knowledge of classical music is desirable but not required.
- Fluency or familiarity with Mandarin (or Cantonese) a plus.
- Inter-personal communication and conflict management skills.
- Detail oriented and able to multi-task.

Education Required:

- College level, professional and/or vocational education required.

CONTACT INFORMATION

Please send resumes to:

hr@oneoc.org

714-953-5757 x113

Direct all correspondence, emails, and telephone calls to OneOC. Any resumes sent, or telephone calls made to Pacific Symphony will be redirected to OneOC.

Pacific Symphony is an equal opportunity employer.



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