



Position: Volunteer Coordinator (Roadie Coordinator)
Program: AIDS/LifeCycle
Department: Development
Reports to: AIDS/LifeCycle Senior Production Manager
Salary: \$42,000/year
Status: 100%; Full-Time; Exempt
Probation: 180 Days
Benefits: Medical, Vision, Dental, and Life Insurance; also including Long Term Disability, an Employee Assistance Program, and a 403B retirement plan

JOB SUMMARY:

The AIDS/LifeCycle (ALC) Roadie Coordinator is responsible for all aspects of Roadie (week-long volunteer) recruitment, stewardship, training and fundraising for the 600+ volunteer Roadie workforce that participates in the ALC event. This position requires someone who is skilled at customer service, sales, and data management. This position is based in Los Angeles and will work out of the Southern California ALC office in Hollywood. Travel is required to San Francisco several times throughout the year and extensively in the months of January through June. The role involves working nights and weekends as required, as well as the entire length of the AIDS/LifeCycle production, a two-week long period.

ESSENTIAL FUNCTIONS:

- 1) Lead effort to recruit all volunteer Roadies to participate in the week long AIDS/LifeCycle event. Numbers are based on recruitment and retention goals determined by Ride leadership;
- 2) Manage the retention effort to ensure the event has a large enough volunteer workforce with the right skill sets to execute the Event;
- 3) Lead the fundraising efforts with Roadies, which includes goal setting, strategizing fundraising efforts, incentives, and execution of these plans;
- 4) Plan, execute and attend Roadie recruitment, retention and training events;
- 5) Manage and coordinate all Roadie correspondence;
- 6) Manage data entry and processes around volunteer team assignments, skills, and communications;
- 7) Serve on internal committees to collaborate on various tasks as assigned;
- 8) Assist the Production Team with ad hoc tasks to prepare and execute the event;
- 9) Participate in staff meetings, planning meetings and other meetings as needed;
- 10) Other duties as assigned.

JOB QUALIFICATIONS AND EXPERIENCE:

Qualified individuals will demonstrate the ability to exhibit the following competencies:

- 1) A proven concern for detail, organization, and timely follow-through, including superior oral/ written communication skills;
- 2) Impeccable customer service and experience in sales;
- 3) Possesses technical knowledge required to do the job including knowledge of database management, event production and familiarity with the AIDS/LifeCycle event;
- 4) Exhibits sound and accurate judgment; can clearly explain reasoning for decisions; includes appropriate people in decision making process; demonstrates persistence and overcomes obstacles;
- 5) Adapts to changes in work duties and organizational structure;
- 6) Identifies and resolves problems in a timely manner, works with others to solve complex problems;
- 7) Reacts well under pressure; treats others with respect and consideration; follows through on commitments;
- 8) Completes tasks on time; takes responsibility for own actions; reliable;
- 9) Proficiency with Microsoft Office Suite and database administration;
- 10) Familiarity with different CRM software and the ability to effectively use it;
- 11) Demonstrated ability to work effectively with men and women of diverse races, ethnicities, ages, and sexual orientations in a multicultural environment;
- 12) The role involves travel, working nights and weekends, camping outside, lifting, loading and setting up for events;
- 13) The AIDS/LifeCycle event production involves working long hours each day during the event for two weeks;
- 14) Knowledge of and experience in the gay, lesbian, bisexual & transgender community and sensitivity to its concerns.

The L.A. Gay & Lesbian Center is an Equal Opportunity Employer and is committed to fostering diversity within its staff. Applications are encouraged from all persons regardless of their race, color, national origin, ancestry, sex, gender identity, marital status, religious creed, medical/physical/mental condition, sexual orientation, Veteran status, or age.

TRAINING, EDUCATION AND LICENSURE:

- 1) At least two years' experience in fundraising and customer service; sales; or equivalent education;
- 2) Experience working in special events a plus;
- 3) Experience recruiting, training and supervising volunteers;
- 4) Experience with CRM software and data management required;
- 5) Valid CA driver's license required.

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