

Job Title: Volunteer Program Manager
Department: Operations
Reports to: Director of Operations

FLSA status: Exempt
Classification: Full Time
Supervises: 2-3 People

Ragnar exists to make life more awesome. We are a group of active people who seek to work with individuals who work hard and play hard and have a deep desire to be successful. The Ragnar Relay Series is the largest relay series in the country. We offer a great benefits package including 75% covered health care, 401K & match, open PTO policy, and a free Ragnar race every year.

Position Summary: The Volunteer Program Manager (VPM) oversees the Ragnar Road relay volunteer department; a small group of internal staff that creates and manages a volunteer program that encourages others to volunteer, engages the communities we run through, and creates a positive experience for all involved. In addition to managing the volunteer department staff, the VPM will work closely with the Race Directors and will be influential in making decisions that affect any changes to volunteer operations. The VPM will also be expected to build and work within a responsible budget and maintain standard operating procedures (SOP's) for the volunteer department. This position requires a good problem solver and someone that is adaptable to changing circumstances. Strong communication and conflict resolution skills are also required.

Qualifications:

- Bachelor's degree
- Minimum 3-5 years relevant experience.
- Leadership
- Have run and/or worked a Ragnar.

Essential functions and responsibilities:

- Responsible for managing and training those in the volunteer department.
- Must have strong negotiating skills.
- Manage a team of individuals that work to fully staff all Ragnar Road Relays.
- Maintain an exemplary level of organization, time management and high attention to detail.
- Build and maintain strong relationships both in person and electronically with groups and communities along the various relay courses.
- Ensure that races are staffed to at least 95% of race need, while meeting budget.
- Assist with bonus plan and goal reviews, as well as all documentation for the employees they manage.
- Have above average computer skills including Microsoft Outlook, Excel, Word.
- Have the ability to write and maintain standard operating procedures (SOP's) for the department.
- Manage multiple events yearly following varying timelines and be able to handle a high volume of emails.
- Work independently and as part of a team.
- Have the ability to work on little sleep and be able to make clear, effective decisions under high stress.
- Assist with other logistics and tasks as necessary.

Travel:

- Must have the ability to travel to at least 5 weekend events annually, Wednesday to Sunday, as well as up to 3-5 in-market volunteer recruitment trips annually.



RAGNAR RELAY
12 South 400 West, 2nd Floor
Salt Lake City, Utah 84101
TOLL FREE: (877) 83-RELAY
OFFICE: (801) 499-5024
FAX: (801) 499-5023
RAGNAR RELAY .COM

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Physical demands: While performing duties of job, incumbent is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; talk and hear. Employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus

Work Environment: The noise level in the work environment is usually moderate



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