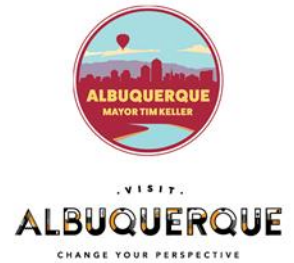




# ALBUQUERQUE WELCOMES 2019 National Senior Games presented by Humana® June 14-25, 2019



## VOLUNTEER DATA MANAGER

**OVERVIEW:** The National Senior Games Association (NSGA) is a nonprofit Multi-Sports Council member of the United States Olympic Committee that promotes health and wellness for adults 50 and over through education, fitness and sport. NSGA governs the biennial National Senior Games, the largest qualified multi-sport event in the world for seniors. NSGA is comprised of 54 Member Games across the county and in Canada who conduct competitions which serve as qualifying events for the National Senior Games. In 1987, St. Louis, MO was host to the first annual National Senior Games. Albuquerque has been selected as the 17<sup>th</sup> host city for this event. Approximately 10,000 athletes are expected to participate in 20 sports at the 2019 National Senior Games, presented by Humana from June 14-25, 2019.

**POSITION SUMMARY:** Develop and manage **The Registration System (TRS)** database that will be used to manage a pool of 3,500 volunteers for all areas of the 2019 National Senior Games; from registration to scheduling shift assignments. Communicate effectively with volunteers, paid staff, community partners, businesses, and athletes.

**Essential and Supplemental Functions:** (*Essential functions may include, but are not limited to the functions listed below*):

- Communicate and develop benchmarks with the Associate Director of Senior Affairs on a regular basis to ensure volunteer efforts, management, and deadlines are met.
- Communicate weekly with the NSGA representatives throughout the process to insure proper training, input, and collaboration.
- Provide a report during the monthly NSG Committee meeting regarding volunteerism, current status, challenges and next steps.
- Serve as the main point of contact for all volunteers.
- Utilize **The Registration System (TRS)** database to assign and manage 3,500 volunteers.
  - Test the TRS database and work with TRS vendor to make modifications as needed.
  - Setup content (emails/texts) to send mass communications through the TRS database.
  - Create a system (excel spreadsheet) to track interested volunteers until TRS is launched and once launched, input/upload the data.
  - Provide one-on-one assistance for volunteers registering on the TRS database.
  - Develop reports using the TRS system with volunteer contact and availability information.
- Identify, manage, and serve as the main point of contact for volunteer and sports coordinators at each of the venues/sports during the games.
- Staff and manage the Volunteer Hub at the Convention Center (Village) during games and activities.
- Ensure volunteers are informed ambassadors of the event so that they are able to provide a quality service experience at the Games for athletes and spectators.
- Plan, coordinate, and manage the logistics and distribution of t-shirts and other materials to volunteers and maintain inventory status.
- Conduct an event After Action Report on volunteer utilization and management.

*Services will be contracted until July 31, 2019, in preparation for, coordination during, and post event reporting of the 2019 National Senior Games. The contract service fee will be distributed at a rate of \$1,500 per month.*

**Interested candidates, please submit your resume to [abqseniorgames@cabq.gov](mailto:abqseniorgames@cabq.gov).**