



BALTIMORE ROCK OPERA SOCIETY

Title: Volunteer Experience Director

Reports to: Executive Director

Approximate hours/week: 12-15

Pay: \$10,000 annually, paid monthly (\$833/month)

Volunteer Experience Director Job Description

Position Overview

The Baltimore Rock Opera Society's Volunteer Experience Director serves as the primary advocate for volunteers throughout the production process. Acting as a bridge between volunteers and staff, the Volunteer Experience Director ensures volunteers have a safe, welcoming, and rewarding experience while helping productions successfully recruit, engage, and retain community members.

Unlike staff members whose focus may be tied to specific production or organizational objectives, the Volunteer Experience Director maintains an independent volunteer-centered perspective. This role consistently evaluates decisions through the lens of volunteer impact, accessibility, safety, and community well-being, ensuring volunteer needs remain represented in organizational planning and operations.

The Volunteer Experience Director is a resource for volunteers, department leads, and staff, providing guidance, support, problem-solving, and volunteer management expertise throughout the production cycle.

A successful Volunteer Experience Director:

- Maintains a positive, welcoming, and supportive volunteer culture.
- Ensures volunteers feel informed, valued, and connected.
- Helps department leads recruit and retain volunteers effectively.
- Identifies and resolves volunteer concerns proactively.
- Maintains accurate volunteer systems and documentation.
- Strengthens volunteer engagement and organizational capacity over time.

The Volunteer Experience Director reports directly to the Executive Director and meets one-on-one with the Executive Director at least bi-weekly. The Volunteer Experience Director collaborates closely with the Production and Operations Director, the Marketing and Communications Director, staff, department leads, and volunteers across all BROS productions.

They oversee volunteer Captains that support the volunteer experience efforts of the company.

Production Cycle Responsibilities

Early Production: Prepare volunteer systems, communications, recruitment materials, trainings, and onboarding resources. Support production planning and key volunteer events.

Mid-Production: Support volunteer recruitment, onboarding, engagement, and training while monitoring participation and assisting department leads with volunteer management.

Tech Week & Show Run: Provide volunteer support during venue move-in, technical rehearsals, and performances, including orientation, logistics, recognition, and issue resolution.

Strike & Post-Production: Coordinate volunteer recognition and perk distribution, support strike recruitment, gather volunteer feedback, and contribute to post-production assessment and reporting.

Core Responsibilities

Volunteer Advocacy & Community Support

- Serve as the primary advocate for volunteers in production planning and organizational decision-making.
- Monitor volunteer experience and identify opportunities to improve safety, accessibility, inclusion, and engagement.
- Assist with conduct concerns and implementation of the Concern Resolution Path (CRP).
- Serve as a trusted resource for volunteers seeking guidance, support, or organizational information.

Volunteer Communications

- Manage volunteer-facing communications across the organization.
- Maintain and distribute the No Floaters volunteer newsletter, ensuring volunteers receive timely information about productions, events, trainings, opportunities, and organizational updates.
- Maintain volunteer contact lists and communication systems.
- Create and update volunteer email templates, onboarding materials, and informational resources.
- Send volunteer announcements, orientation materials, production updates, and comp ticket communications.
- Ensure new volunteers are connected to relevant communication channels, including No Floaters, Slack, and interest-based groups.

- Coordinate communication for major volunteer events, including recruitment efforts, the Big Volunteer Meeting, Crush/Boot-Up Week, trainings, and strike.
- Develop communication tools and resources that improve volunteer engagement, participation, and access to information.

Volunteer Recruitment & Onboarding

- Maintain and update volunteer recruitment, including updating the Open Calls section of BROS website with volunteer opportunities.
- Monitor volunteer interest forms and ensure new volunteers receive orientation and onboarding materials.
- Provide tours, orientation, and support for new volunteers during builds and production activities
- Organize basic skill building workshops for new volunteers in collaboration with Production and Operations Director, ensuring volunteers are trained on equipment
- Assist department leads with volunteer recruitment strategies and volunteer management practices.

Volunteer Systems & Administration

- Lead annual revisions to volunteer sections of the BROmanual.
- Maintain volunteer management systems, documentation, templates, and organizational protocols.
- Develop and maintain resources that improve volunteer operations and organizational effectiveness.
- Develop and manage volunteer related budgets in collaboration with BROS leadership

Volunteer Stewardship & Retention

- Coordinate volunteer recognition, appreciation, and incentive programs.
- Track eligibility for volunteer rewards and benefits.
- Support initiatives that strengthen volunteer engagement, satisfaction, and long-term retention and volunteer experience with BROS.
- Coordinate production wrap party for cast and volunteers

Data & Reporting

- Maintain volunteer participation data, records, and tracking systems in Neon CRM database.
- Facilitate post-mortem processes for productions and special events.
- Monitor volunteer hour reporting and support department leads in maintaining accurate records.

- Contribute volunteer participation data, observations, and recommendations to production reports and organizational assessments.
- Gather and synthesize volunteer feedback to identify trends, emerging needs, and opportunities for improvement, providing insight into volunteer experience and community health.

Working at BROS

The Baltimore Rock Opera Society is a passionate community of artists who create unforgettable experiences through live original rock theater. BROS was founded in 2007 by a small group of friends sitting in a basement dreaming of an impossibly enormous story that would be told through the awesome power of rock. The company is now composed of a diverse group of wildly talented artists from around Baltimore who join forces to create massive original shows.

This highly energetic group of actors, writers, designers, builders, musicians, and crafters bring forth incredible and unique live performances unlike anything in the region. Every year thousands of fans flock to shows, concerts and festival appearances to witness the city's most collaborative, creative production troupe.

Your hybrid and flexible schedule consists of regular weekly meetings with staff. Many meetings, rehearsals and production tasks will take place in early evening weekday time slots (between 6pm and 9pm) since some BROS employees and many of our volunteers work other daytime jobs, or on weekends and show dates. Independent work can be done remotely or at BROS Headquarters (2950 Loch Raven Rd, Baltimore, MD 21218) as preferred.

Employee Signature

I accept the hours, pay, and description of this position.

As decreed by the Dragon King, I give the full force of my powers to complete my duties, bringing forth the 7,000 year mission of BROS to unite hearts and minds across the galaxy with face-melting works of visionary live performance.

_____	Name (Printed)	_____	Signature
_____	Date		
_____	Supervisor Signature		
_____	Date		