

**my jd &
area structure**

**programs
academy**

session objectives

1. Understanding Your JD
2. Defining your KPIs and Mos
3. Optimal Local Structure

VP oGV

The VP outgoing global volunteer is responsible of enabling international volunteering experiences for young people to develop themselves as global leaders while making an impact. He/She is responsible for ensuring volunteering experiences abroad with an excellent customer service and product quality offering in order to guarantee international leadership development. The VP serves as the IR Manager, final responsible for LC2LC partnerships. Final responsible for the goal achievement of the oGV department in his/her LC.

Main responsibilities:

- To lead, manage and educate the oGV team in order to execute the operations behind the customer flow to identify oGV markets and strategies for the term.
- To create and manage projects to increase exchange volume.
- To create, maintain and develop LC2LC cooperation and create co-delivery strategies in order to deliver leadership development experiences to all the customers.
- To downscale national strategies and provide GCPs to the oGV network.
- Ensure customer loyalty through standards and NPS surveys.
- To ensure fulfillment of Team Standards with his/her/they team.
- Ensure fulfillment of the 16 exchange standards with all the customers.
- Ensure conversion rate.
- Ensure Leadership Pipeline.

Lead Measures:

- a. # members applying to leadership positions.
- b. # Applicants, Accepted, Approved, Realised, Completed.
- c. Processing Time
- d. Conversion

Measures of Success:

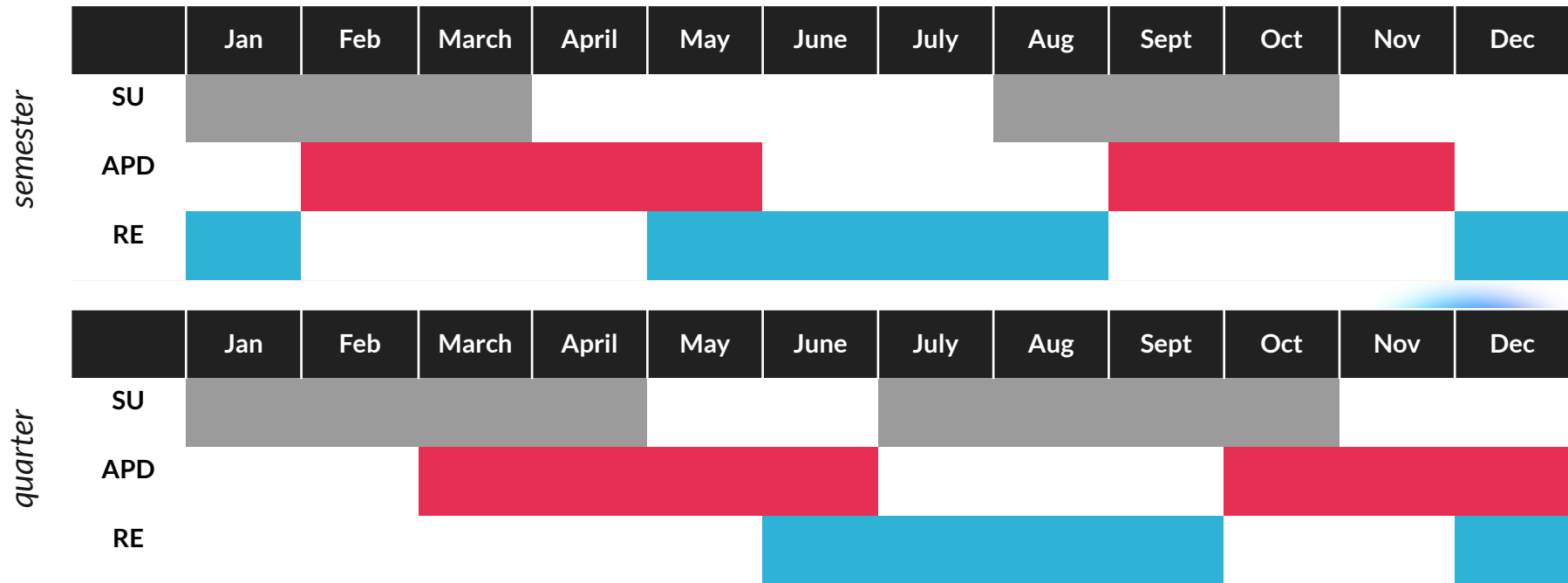
- a. 100% of Team Standards Implementation
- b. % Program Growth
- c. 100% OGX Audit Pass Rate

Soft Skills

1. Communication
2. Proactivity
3. Empathy
4. Solution- oriented
5. Autonomy



Timeline Management



Recommended Structure

LCVP oGV

EP Manager	EP Manager
EP Manager	EP Manager
EP Manager	EP Manager
EP Manager	EP Manager

- The MC recommends that oGV is a separate function due of its volume and faster process time.
- The team presented can deliver up to a capacity of 20+ EPs.



**you got
this.**

