



**Position:** Volunteer Coordinator

**Department:** Education Services

**Reports to:** Director of Education Services

**Supervision of:** Volunteers

### **NATURE AND SCOPE:**

The Volunteer Coordinator is responsible for all aspects of the volunteer program. This position will establish a vibrant and comprehensive volunteer strategy that prioritizes recruitment, training, retention, and execution. This position will work to gain an in depth understanding of volunteer interactions and performance and will provide coverage as needed in all areas.

### **RESPONSIBILITIES:**

- Plan and conduct recruitment of volunteers including screening, interviews, selection, and placement. Must be able to develop and maintain relationships with community resources like Share Omaha and other volunteer programs.
- Establish and implement orientation and on-going training programs for all volunteer areas.
- Collaborate across departments to identify new and emerging programs where volunteers could enhance and expand the impact of these programs.
- Evaluate volunteer and program performance in conjunction with leadership and implement needed improvements.
- Develop and maintain volunteer job descriptions and schedules. Responsible for data entry and tracking. Ensure coverage in all areas and will be required to cover open positions when a volunteer is not available.
- Train staff on how to work effectively and cooperatively with volunteers.
- Plan, maintain, and document frequent contact with volunteers to increase retention and commitment, including gathering volunteer feedback.
- Develop and implement goals and objectives for the volunteer program, which reflect the mission of the organization.
- Work with internal departments to ensure that volunteers have up-to-date information regarding membership, marketing, education opportunities and events.
- Manage volunteer communications to ensure that volunteers have up-to-date information regarding all areas of the museum. Manage volunteer events, including the volunteer newsletter and reward and retention initiatives.
- Work with the Director of Education Services in establishing annual departmental goals and is responsible for the execution of those goals.

- Support the museum's overall strategies and operational activities within the Education Services division.
- Participate in all mandatory training and safety programs required and provided by the museum.

**QUALIFICATIONS:**

- Bachelor's degree and/or 2-3 years of experience in education, volunteer services, or related field.
- One to three years of prior supervisory experience in volunteer work preferred.
- Strong leadership skills with the ability to work in a hands-on environment.
- Exceptional interpersonal skills including the ability to negotiate and influence others.
- Ability to adapt and respond to emerging needs.
- Commitment to excellent customer service and teamwork.
- Highly developed and demonstrated organizational and communication skills.
- Possess good written and verbal communication skills.
- Working knowledge of Microsoft Office programs.

**WORKING CONDITIONS:**

- Full-time exempt position scheduled to work Tuesday-Saturday and as needed to facilitate programming and events.
- Routine periods of sitting, standing, and walking are required.

**JOB TYPE:**

Full-time

**BENEFITS:**

- 401(k)
- 401(k) matching
- Dental insurance
- Employee discount
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Vision insurance

**SCHEDULE:**

- Weekend availability

**EDUCATION:**

- Bachelor's (Preferred)

**EXPERIENCE:**

- Work related: 2 years (Preferred)

**WORK LOCATION:**

- One location

**WEBSITE:**

- <https://durhammuseum.org/>

**WORK REMOTELY:**

- No