



Job title	<i>Volunteer Coordinator</i>
Reports to	<i>Human Resources & Volunteer Manager</i>
Team	<i>Museum Support</i>
Pay Grade	5

What we want

The Volunteer Coordinator is responsible for the day-to-day operations of Discovery Lab's volunteer program and coordinates volunteer recruitment, orientation, assignment, and recognition. The Volunteer Coordinator works cross functionally to assess and identify volunteer opportunities throughout the museum.

What you'll do

Primary functions:

- Coordinate the growth of Discovery Lab's volunteer program including but not limited to recruiting, retaining, and rewarding volunteers.
- Build and maintain organizational partnerships and volunteer relationships with external organizations and individuals.
- Match volunteers to museum volunteer needs and set expectations for performance.
- Work with museum staff to train volunteers and coordinate volunteer orientations.
- Work cross departmentally to identify opportunities for volunteer placement and to ensure all departments have adequate volunteer coverage.
- Ensure that all volunteers on duty maintain Discovery Lab standards, policies, and practices throughout their shifts.
- Work with the Human Resources & Volunteer Manager to implement retention strategies for volunteer personnel.
- Build and maintain positive relationships with museum volunteers and staff.
- Maintain accurate tracking and reporting of volunteer hours and contact information.
- Grow and maintain Discovery Lab's volunteer base.
- Work with the Human Resources & Volunteer Manager to maintain and revise volunteer processes as well as update the volunteer handbook and orientation as needed.
- Recognize new volunteer needs and identify creative solutions.
- Regular punctual attendance.

Secondary functions:

- Encourage communication and enhance team support/spirit among Discovery Lab staff.
- Attend events, connect with the community, and drive recruitment to achieve departmental goals.
- Other duties as assigned by the Human Resources & Volunteer Manager.

What you'll need

Knowledge and skills:

- 21st Century process skills: creativity, critical thinking, problem solving, innovation, collaboration, communication
- Multi-tasker
- Microsoft Suite

- Great communicator
- Positive people skills
- Team player
- Highly motivated
- Great interpersonal skills
- Initiative
- Can-do attitude

Education and work experience:

- High School Diploma or equivalent education and experience.

Preferences:

- 1+ years' experience in volunteer recruitment and/or coordination.
- Proven ability to motivate volunteers.
- Fluency in a language other than English.

How you'll work

This job is a regular, full-time, non-exempt, hourly position. The typical work schedule for this job is Monday-Friday between 9 am – 5:30 pm. Occasional after hours and weekends may be required. Shared office environment.

Physical requirements

75% Sitting, 20% Standing, 5% Lifting/Carrying/Pushing/Pulling no more than 10-30 lbs.

Additional requirements

- Pre-employment and/or pre-duty checks, such as criminal background check, alcohol and drug test, and reference checks

Direct reports

This position description is representative of the major position requirements and is not intended to be all inclusive.

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