



<b>Job title</b>	<i>Volunteer Coordinator</i>
<b>Reports to</b>	<i>Human Resources Manager</i>
<b>Team</b>	<i>Museum Support</i>
<b>Pay Grade</b>	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 and 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.
- Assist Human Resources with recruiting, onboarding processes, reporting, and data management.
- Other duties as assigned by the Human Resources Manager.

#### **What you'll need**

##### **Knowledge and skills:**

- 21<sup>st</sup> 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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