

## **SCIENCENTER POSITION DESCRIPTION**

### **Volunteer Manager** (2019-02-08)

**TITLE OF SUPERVISOR:** Vice President of Education

#### **MAIN FUNCTIONS:**

Enhances the guest experience by ensuring a regular cadre of enthusiastic floor staff volunteers, through ongoing recruitment, training, and supervision. This individual will also engage museum guests through hands-on science activities and demonstrations; work collaboratively with others on special museum projects, and assist on grant-funded projects.

#### **DUTIES AND RESPONSIBILITIES:**

##### **65% Volunteer Management**

- Manages Sciencenter volunteer recruitment across the organization, including long-term, short-term, and event volunteers
- Develops and delivers regular volunteer training. Collaborates with other departments for Exhibit and Education specific content training
- Oversees daily scheduling and evaluation of volunteers for Interactive Activities and Exhibits Facilitation Activities; ensures coverage of special content areas, including Discovery Space, Touch Tank, and Animal Room
- Oversees day-to-day cleaning by volunteers
- Assists with special programs both on- and off-site (family science nights, sensory hours, special events)
- Manages work-study, youth, and community service volunteers including appropriate follow-up with supervisors and support staff
- Manages recruitment of volunteers for on-site and off-site events, and assists with pre-event volunteer briefings
- Coordinates with Development to recognize volunteer contributions
- Mentors and provides ongoing opportunities for professional growth for volunteers

##### **20% Floor Facilitation**

- Facilitates Interactive Activities and Exhibits Facilitation Activities
- Provides coverage in special content areas (described above)
- Supports Education team in developing facilitated experiences and volunteer trainings
- Delivers weekend birthday parties, along with Guest Relations staff

### **5% Safety and First Aid**

- Serves as primary safety officer, entailing training of new employees, updating the safety manual, and coordinating safety drills with the Facilities Manager
- Serves as the Sciencenter's on-site Red Cross Certified First Aid/CPR Instructor, coordinating bi-annual training to staff
- Maintains first aid supplies throughout the building

### **10% Other**

- Supports other departments on special projects and initiatives, as appropriate
- Other duties appropriate to the position, as assigned

### **SUPERVISION OF OTHERS:**

- Daily supervision of museum volunteers.

### **EXPERIENCE AND SKILLS:**

#### **Required:**

- Upbeat and positive attitude, with enthusiasm for the Sciencenter and its mission
- Bachelor's degree or equivalent education and experience
- Demonstrated ability to provide excellent customer service and to effectively manage challenging interpersonal situations
- Volunteer coordination/management experience (including: volunteer recruitment, training, scheduling, evaluation and recognition)
- Experience in project/program coordination and implementation
- Able to accomplish tasks despite frequent interruptions
- Desire to serve as a team player who is willing and able to perform non-glamorous tasks
- Able to organize the work of self and others
- Ability to communicate effectively with a diverse group of people
- Ability to remain calm under pressure, and be creative and resourceful in problem-solving
- Willing to take direction, take initiative and follow-through on assignments
- Strong computer skills

**Preferred:**

- Background in safety and first aid
- Experience developing effective training materials and/or curriculum and activity development
- Experience in event coordination
- Background working with youth/teens
- Able to organize work spaces for maximum productivity

**WORKING CONDITIONS:**

- Family-friendly, high-energy, hands-on museum environment
- Must be willing and able to handle frequent interruptions in order to enhance the experiences of individual museum guests
- Must be able to lift and move 30 pounds (folding tables, incoming mail, boxes of supplies, etc.)
- Must have the physical endurance and willingness to work on feet for a significant portion of each day

**TIME COMMITMENT:**

- Full-time (40 hr/wk) non-exempt position. Weekend and holiday work required. Occasional evening work required.

**SALARY AND BENEFITS:**

Salary commensurate with experience and qualifications. Full Sciencenter benefits provided.

**APPLICATION INSTRUCTIONS:**

Please include the following in your application:

1. Letter of application
2. Resume

Send your application as one PDF file to: [cFagan@sciencenter.org](mailto:cFagan@sciencenter.org)

**DEADLINE:**

Open until filled

*The Sciencenter is an Equal Employment Opportunity Employer*