

Volunteer Coordinator

Terry Lee Wells Nevada Discovery Museum (The Discovery)

Position Summary

Reporting to the VP of Visitor Services, the Volunteer Coordinator supports the recruiting, training, supervising, scheduling, and advocating for a large number of adult and teen volunteers for The Terry Lee Wells Nevada Discovery Museum. The Discovery relies heavily on volunteers to provide world class customer service, hands-on educational experiences, and provide the behind-the-scenes infrastructure to support our operations. The Volunteer Coordinator must be able to support volunteer recruiting using multiple methods. Promoting a diverse workforce of volunteers representative of our community, and to ensure that each volunteer has a positive experience, and feels like a valued team member, while providing critical services to The Discovery.

Essential Functions:

- Supports the recruiting, managing, and retaining a core team of adult and teen volunteers from the community to fill critical and support roles at The Discovery.
- Facilitates training for volunteers and their supervisors, ensuring that each understands the mission of philosophies of The Discovery.
- Work with department supervisors to ensure that volunteers are trained and understand how to accurately complete specific job tasks.
- Thoroughly vets volunteer applicants to ensure suitability for working in an environment where children are a primary customer, following background check and other policies as established by The Discovery. Interview and assign volunteers to various work groups.
- Provide assistance to volunteers, ensuring that they attain success and fulfillment in their assigned duties.
- Establish an adequate pool of substitute volunteers who are cross-trained to perform multiple job functions and able to fill in on short notice when needed.
- Helps with volunteer appreciation events, procedures, awards, and other methods to retain volunteers and ensure satisfaction.
- Maintain a volunteer guidebook that communicates The Discovery's policies, procedures, and volunteer benefits.
- Provide detailed communication between staff and volunteers.
- Keep accurate records of volunteer service.
- Perform other duties as assigned by the VP of Visitor Services.

Education & Experience Required

- College degree in Management, Human Resources, or related field.
- Minimum of 1 – 2 years' experience recruiting, training, and supervising volunteers.
- Experience maintaining a database of volunteer contact information and service hours.
- Or a combination of education and experience.

Skills Necessary

- Excellent verbal and communication skills.
- Conflict resolutions skills.
- Ability to work enthusiastically, respectfully and professionally with a wide variety of audiences.

Work Characteristics

- Motivated.
- Organized.
- Team-Player.
- Able to manage multiple on-going projects simultaneously.
- Able to work with a flexible schedule, including some weekends and/or evenings.

Working Conditions

General office environment. Work is sedentary in nature, but may require standing or walking for up to 10% of the time. Work is generally performed within an office environment, with standard office equipment available.

How to Apply

Please e-mail cover letter, resume, and three references to jobs@nvdm.org. No phone calls please.

The Terry Lee Wells Nevada Discovery Museum is an Equal Opportunity Employer. Qualified persons are considered for employment without regard to race, color, religion, sex, sexual orientation, national origin, age, genetic information, political affiliation or disability. The Terry Lee Wells Nevada Discovery Museum is a drug-free workplace.