

Education & Volunteer Supervisor

Full-time position

Position Summary

Reporting to the Senior VP of Operations, the Education & Volunteer Supervisor (EVS) is a vital member of the museum's operational team, providing excellent customer service to visitors, managing floor staff and volunteer efforts, and facilitating educational experiences on the floor. The EVS supports the recruiting, training, supervising, scheduling, and advocating for a large number of part time staff and adult and teen volunteers. The Discovery relies heavily on staff and volunteers to provide world class customer service, hands-on educational experiences, and provide the behind-the-scenes infrastructure to support our operations. The EVS is tasked with promoting a diverse workforce of staff and 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 duties of this position include oversight and direction of educational activities, volunteers and staff. The EVS works with floor staff to prepare and present science demonstrations, create and adapt educational activities, provide educational experiences through field trips and birthday parties and oversee daily logistics. In addition, the EVS addresses questions visitors may have as well as resolve any conflicts that arise with staff, volunteers and visitors. The Education and Volunteer Supervisor is an ambassador to our visitors, promoting upcoming events and programs.

Essential Functions

- Directly supervises the floor staff and volunteers. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees and volunteers; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems
- Resolves conflicts that arise in the museum with visitors, staff and volunteers
- Serves as a focal point during emergencies, directing parents, children and staff members to appropriate resources and personnel.
- Oversees the on-boarding and training of part-time education floor staff and volunteers
- Brings science alive by conducting science demonstrations and answering visitor's questions.
- Facilitates a variety of educational activities.
- Creates and adapts activities happening on the museum floor.
- Tests prototype science demonstrations.
- Oversees the delivery and logistics of excellent birthday party programming
- Is responsible for scheduling education floor staff using When-to-Work software and volunteers through Volgistics.
- 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.
- Plans and executes volunteer appreciation events, procedures, awards, and other methods to retain volunteers and ensure satisfaction.
- Maintains a volunteer guidebook that communicates The Discovery's policies, procedures, and volunteer benefits.
- Keeps accurate records of volunteer service.
- Other duties as assigned by Sr VP of Operations.

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Education & Experience Required

- B.A. or B.S.
- Two years minimum experience managing people.
- 1-2 year working in a museum or informal science setting.
- First Aid and CPR Certification required.
- Or a combination of both education and experience.

Skills Necessary

- Excellent verbal and communication skills.
- Conflict resolutions skills.
- Advanced customer service skills
- Ability to work enthusiastically, respectfully and professionally with a wide variety of audiences.
- Ability to coach and build positive relationships with staff, volunteers and visitors.
- Ability to work with tools is preferred

Work Characteristics

- Motivated
- Organized
- Team-player
- Flexible and easily adapts to change
- 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 using standard office equipment.

How to Apply

Please e-mail resume, cover letter 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.