

# Job Description: **Volunteer Coordinator**

**Status:** Full-Time, Hourly, 37.5 hours/ Week (*on-site*)

**Department:** Volunteer Services



## **General Statement of Duties**

*The Volunteer Coordinator enhances the effectiveness of the Volunteer Services Office by supporting day to day management and supervision of volunteers. Duties include management, recruitment, screening, placement, recognition, evaluation, motivation and retention of the volunteers in the program. Provides oversight of volunteers for special events. Provides programmatic support to the Volunteer Services Director and assists in supervision of Volunteer Services Assistants and Interns. This position recognizes the capacity to achieve greater results by integrating skilled volunteers and leveraging their diverse knowledge and abilities. The Volunteer Coordinator reports directly to the Volunteer Services Director.*

## **Qualifications**

- Ability to communicate enthusiasm for Museum and its programs to volunteers and guests
- Bachelor's Degree; Major in Organizational Psychology, Psychology, Management, Communications or related field preferred
- Minimum: experience or strong interest in volunteer management
- Ability to work with a minimum of supervision; self-starter; excellent organizational ability and attention to detail, yet flexible
- Energetic, enthusiastic and friendly
- Able to manage multiple tasks and prioritize, think quickly and make ethical decisions
- Excellent public speaking ability and customer service skills, i.e. deal effectively with a variety of volunteer or guest concerns including complaints; ability to handle confrontation
- Ability to communicate effectively both orally and in writing
- Computer skills: Microsoft Word and other Windows programs. Familiarity with Volgistics and Canvas Instructure a plus.
- Ability to interact positively within a variety of social, economic levels wherein volunteers may be recruited; establish and maintain effective working relationships with volunteers, fellow departments, and the public
- Must be able to remain calm, make sound decisions, and provide clear direction in a crisis situation
- CPR and First Aid certified or willing to become at museum expense

## **Duties and Responsibilities**

- Be a positive, enthusiastic representative of the Virginia Living Museum.
- In conjunction with the Director, responsible for the day-to-day management and oversight of volunteers and interns, including disciplinary issues. When necessary, solely responsible for office operations.
- Provide day to day direction to Volunteer Services staff and interns.
- Screen applicants, determining suitability for program, as well as best placement.
- Assist in orienting new volunteers and interns into Museum routine; conduct orientation sessions and/or volunteer training as necessary.
- Supervise volunteers, making assignments, providing feedback and taking disciplinary actions when necessary.
- Plan and implement volunteer outreach, and recruiting efforts.
- Evaluate volunteers and write recommendations as necessary.

- Develop volunteer retention and recognition programs.
- Establish rapport and maintain contact with volunteers during work period to ensure any problems they have are handled promptly
- Interpret exhibit areas, including Touch Tank, Wild + Well and Outdoor Trail as directed
- Launder towels and smocks as necessary
- Special Committees and other duties as assigned

### **Essential Job Requirements**

- Ability to work weekends & occasional evenings.
- Must be able to hear and speak clearly.
- Must be physically capable of meeting the demands of the position including standing and/or walking through the museum, or outdoors for up to two hours at a time.
- Must be able to maintain focus in a distracting environment with continuous interruptions.
- Some lifting of supplies and materials, up to 25 pounds.
- The position is subject to environmental conditions for activities occurring indoors and outdoors.
- Attend New Volunteer Orientation
- Touch Tank exhibit training
- On-the-job training

**Qualified applicants please submit VLM application, cover letter, resume, and references.  
No phone calls, please.**

**Mail: Human Resources  
Virginia Living Museum  
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Newport News, VA 23601  
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