



# AMERICA'S CAR MUSEUM

## VOLUNTEER COORDINATOR

### POSITION DESCRIPTION

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<b>EFFECTIVE DATE:</b>	<u>01/02/18</u>	<b>LOCATION:</b>	<u>Tacoma Washington</u>
<b>EMPLOYMENT TYPE:</b>	<u>Regular Employment</u>	<b>DIVISION:</b>	<u>Operations</u>
<b>FTE STATUS:</b>	<u>Full-Time (40+ hours/week)</u>	<b>DEPARTMENT:</b>	<u>Human Resources</u>
<b>FLSA CLASS:</b>	<u>Exempt</u>	<b>DRIVING CLASS:</b>	<u>Required</u>
<b>REPORTS TO:</b>	<u>Human Resources Manager</u>	<b>BENEFITS:</b>	<u>Eligible</u>
<b>SUPERVISES:</b>	<u>Volunteers</u>		

**COMPENSATION:** Market Competitive & Based on Education & Experience with Benefits: Medical, Dental, Vision, Life, 403b7, Supplemental Insurance, Paid Vacation, Paid Sick, & Paid Holidays

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## GENERAL SUMMARY

The Volunteer Coordinator originates, guides, coordinates, and facilitates the development, expansion, and sustainability of the volunteer program within the Lemay – America's Car Museum (ACM) and its affiliates. The Volunteer Coordinator is responsible for driving program initiatives, establishing best practices within the program, and coordinating all volunteer activities in alignment with organizational objectives and goals. Responsibilities include: Advertising; Recruitment; Screening; Selection; Deployment; Training; Performance management; Strategic development; Data and file management; and Support. This position requires strategic planning, discretion to make decisions in support of the organization's objectives and departmental goals, and an ability to work independently to fulfill the responsibilities described here within.

The Volunteer Coordinator supports the mission and vision of the museum by developing, promoting, and maintaining a wide range of volunteer efforts that attract, develop, and maintain a trained and trusted corps of volunteers that supports operational needs and embodies the ACM's standards of service excellence. Additionally this position assists in various employment related activities including posting jobs, processing applicants, completing backgrounds, and assisting with all-staff meetings and appreciation events.

This position description has been designed to indicate the general nature and level of work performed by jobholders within this role. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the job. To perform the job successfully, an employee must perform each essential responsibility satisfactorily. These requirements are representative, but not all-inclusive, of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

## **PRIMARY OBJECTIVES:**

1. Maintain and grow a vibrant volunteer program by ensuring volunteer satisfaction, organizational coverage of needs, minimization of liability, and overall sustainability;
2. Attract a diverse volunteer pool that reflects the Museum's guests utilizing a broad recruitment strategy;
3. Provide the training and guidance needed for volunteers and staff to successfully work together to fulfill organizational goals;
4. Ensure integrity, accuracy of volunteer records, and extraction of reports;
5. Supports all staffing efforts within the Human Resources Department.

## **MAJOR RESPONSIBILITIES:**

Under the general oversight of the Human Resources Manager, the Volunteer Coordinator is responsible for:

1. Strategic development and refinement of ACM's volunteer program;
2. Recruiting, selecting, screening, and deploying volunteers in alignment with organizational requirements, needs and objectives;
3. Orienting, developing, and supporting a professional cadre of volunteers, sufficient in number to meet the fluctuating needs of ACM;
4. Overseeing all elements of volunteer performance management and recognition to maintain morale, motivation, and excellence in client and customer service;
5. Ensuring all volunteer data is managed appropriately, including data collection, data entry, reports, and file management;
6. Assisting in various employment aspects of the Human Resources Department including posting jobs, processing applicants, completing backgrounds, and assisting with all-staff meetings and appreciation events.

## **QUALIFICATIONS:**

The incumbent for this position must be 21 years of age and possess: An Associate's Degree in Business Administration, Human Resources, Education, or Museum Studies (Other degrees may be considered based upon relevance and BA is preferred.) and 2-years' relevant volunteer management or coordination experience. Additional relevant education or experience managing or coordinating a volunteer program may substitute year for year for the education or experience requisite respectively. Experience in a museum or entertainment industry is highly desired.

### **Additional requirements include:**

1. Completion of an extensive criminal history and background check with satisfactory results;
2. An ability and willingness to maintain a flexible schedule, including evenings and weekends as needed;
3. A valid U.S. Driver's License and ability to drive personal vehicle for business purposes;
4. Proficient in the use of MS Word, Excel, PowerPoint, Outlook, Web browsers, and database management;
5. Knowledge and experience using a relational database and printing reports;

6. Experience with, and knowledge of the principles and best-practices of volunteer management including: promoting organizational values, upholding non-discriminatory practices, volunteer recruiting, screening, development, supervision, relations, recognition, and retention;
7. Professional communication skills including interpersonal, verbal, non-verbal, formal presentation, and written communications;
8. Effective project management skills, attention to detail, and ability to drive projects toward successful completion;
9. Demonstrated success developing new systems/processes that incorporate needs of multiple stakeholders;
10. An understanding of various stakeholders' needs (volunteers', managers', customers', donors', and organizations') and the ability to motivate and inspire excellence among the volunteers and supervisors;
11. Knowledgeable of the theories of learning and motivation and experienced in developing, implementing, and delivering training and instructional material for the purposes of achieving organizational objectives;
12. An ability to deal with information in a confidential manner and respond with sensitivity to the needs and opinions of others;
13. Effective negotiation and conflict resolution skills;
14. A sensitivity and ability to professionally interact with a diverse range of people of all ages, socio-economic groups, and personality types;
15. Excellent organizational and administrative skills and the ability to manage a wide range of tasks with competing timelines and interests;
16. The skill and ability to work independently while maintaining a team oriented approach, open communication and a positive, professional attitude.

## **RESPONSIBILITIES:**

### **Volunteer Recruitment & Deployment:**

1. Implements recruitment and deployment practices that ensures the creation and maintenance of a volunteer pool of sufficient size to meet ACM's fluctuating volunteer needs;
2. Works with Digital & Social Media Coordinator to keep the volunteer webpages updated with volunteer ads, position descriptions and other volunteer forms and communication;
3. Receives, screens, and acknowledges receipt of all volunteer applications;
4. Conducts initial interviews with volunteer applicants to assess for fit and possible placement with in the museum;
5. Coordinates secondary placement interviews with managers and division heads as needed;
6. Conducts background checks on all volunteer applicants who have been selected to volunteer and determines the appropriate background investigation tools to be employed based upon the individual volunteer applicant's position, responsibility, and access to confidential material and/or vulnerable populations;
7. Responds to departmental volunteer requisition requests and coordinates placement and scheduling of volunteers for all departments, special events, and various affiliate needs;
8. Coordinates volunteers' assignments or placements with department supervisors/leads who are responsible for providing supervision to the volunteers;
9. Keeps volunteer recruitment website ads up to date and adds new positions as appropriate;

10. Maintains a Volunteer Recruitment Team made up of ACM volunteers to assist with recruitment efforts at events and to assist with distributing brochures;
11. Works with the Graphic Design Coordinator to keep the volunteer brochure updated and fresh;
12. Hosts and/or attends recruiting events within the community to attract qualified volunteer candidates.

**Training Development and Support:**

1. Partners with volunteers and management to communicate volunteer policies, procedures, expectations, needs, and concerns;
2. Coordinates and facilitates monthly volunteer orientations, to include: ACM's history, vision, organizational structure, expectations for volunteers, code of conduct, dress code, volunteer system overview, scheduling, and customer focused standards of excellence;
3. Maintains and distributes Volunteer Handbooks to volunteers and secures a signed acknowledgement form for records retention;
4. Conducts initial facilities tour with volunteers, either as part of the orientation, or individually, as appropriate;
5. Coordinates or assists managers in developing specific volunteer training programs or modules as needed;
6. Oversees volunteer communication, notification, and feedback through such avenues as organizational meetings, suggestion programs, volunteer satisfaction surveys, newsletters, volunteer focus groups, one-on-one meetings, emails, and private volunteer webpage updates;
7. Creates opportunities for learning and socialization on a quarterly basis during the high season and monthly during winter months in the form of potlucks, tours of private collections and relevant businesses, and area cultural organizations, as appropriate;
8. Creates and distribute communications and publications for volunteers;
9. Maintains volunteer forms and instructional material on the private volunteer webpage for the reference of volunteers;
10. Coordinates, and facilitates ongoing volunteer recognition as well as the annual volunteer recognition events;
11. Provides ongoing support and guidance for volunteers.

**Performance Management:**

1. Trains managers and leads who supervise volunteers in performance management techniques to facilitate open communication, management and volunteer satisfaction, and excellence in customer service;
2. Coaches and trains managers concerning communications with volunteers regarding: giving and receiving feedback, providing direction, corrective action, and recognition;
3. Leads by example and remains patient, respectful, and professional in all interactions with volunteers, managers, employees, customers and outside contacts;
4. Functions as a mediator or facilitator when communications between volunteer and supervisor have reached an impasse in order to assist in restoring healthy communication and a productive working relationship;
5. Monitors and advises managers and supervisors throughout all volunteer corrective action and/or disciplinary processes;
6. Monitors the implementation and outcomes of all volunteer performance improvement plans;
7. Reviews, guides, and approves management recommendations for volunteer terminations when needed;
8. Proactively keeps Human Resources Manager informed of all significant performance management issues and concerns, preferably prior to escalation or implementation of corrective action measures.

## **Strategic Program Development**

1. Establishes and maintains best practices in volunteer management to promote a high level of volunteer morale, motivation, and excellence in customer and client service delivery;
2. Develops and oversees an annual budget for the volunteer program;
3. Develops ongoing volunteer recognition, as well as, the annual volunteer recognition event;
4. Works collaboratively with the Marketing & Communications Department to develop a recruitment and communications plan based on the brand and program needs to attract a diverse group of volunteers with a broad range of skills and interests that meet organizational needs;
5. Works with all departments and management to raise awareness and explore new opportunities for the roles and functions of volunteers within the organization;
6. Creates, updates, and maintains the Volunteer Handbook;
7. Creates, updates, and maintains volunteer forms and policies;
8. Creates and maintains comprehensive volunteer orientation materials that promote ACM's standards of excellence in customer and client service;
9. Participates in the National Volunteer Week Reciprocal Admission program for the Puget Sound Region;
10. Works in collaboration with program managers to create and maintain volunteer position descriptions;
11. Develops new volunteer positions as appropriate to meet the needs mission and vision of the Organization;
12. Formalizes and implements a volunteer satisfaction survey to assess areas of strength and areas for improvement within the volunteer program;
13. Coordinates with the Guest Services Manager to review visitor and client feedback forms to assess areas of success and areas that need improvement within the volunteer program;
14. Evaluates all aspects of the volunteer program to ensure effectiveness and to recommend/implement changes as appropriate;
15. Identifies and monitors the Organization's volunteer culture to assure that it supports the attainment of the Organization's goals and promotes volunteer satisfaction;
16. Creates and/or participates in area Volunteer Management groups such as the Tacoma Volunteer Coordinators (TACVC) and the Volunteer Administrators Network (VAN);

## **Data Management**

1. Maintains a current list of volunteer opportunities and position descriptions;
2. Enters and maintains all active volunteer data into the Altru Database;
3. Inputs yearly volunteer hour totals for individuals into Altru and notes awards received for service;
4. Maintains records of volunteer hours and reports quarterly statistics, including hours served by individual volunteers, number of volunteers, and total number of volunteers and hours contributed organization wide and statistical data on new and terminated volunteers;
5. Maintains all active volunteer personnel files and archived files regarding terminated volunteers;
6. Maintains and reports other statistical data as needed or requested.

## **Other**

1. Assists HR Manager in employment related activities including posting jobs, processing applicants, completing backgrounds, and assisting with all-staff meetings and appreciation events.
2. Regularly submits volunteer related items (accomplishments, photos, outreach for special skill, Volunteer of the Month, etc.) to ACM's *EnRoute Magazine* and maintains volunteer section of the website through coordination with the Digital & Social Media Coordinator;
3. Maintains and administrates the ACM Volunteers Facebook page and contributes regularly;
4. Sends condolences, get-well-soon, and thank you cards as appropriate;
5. Attends meetings as needed or requested;
6. Keeps Human Resources Manager informed regarding significant successes, concerns or issues involving the effectiveness and success of organizations volunteer program;
7. Provides periodic updates to the Human Resources Manager regarding strategic plan, progress, obstacles, and successes;
8. Performs other duties as assigned.