



## VOLUNTEER COORDINATOR POSITION DESCRIPTION

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<b>EFFECTIVE DATE:</b>	<u>06/04/22</u>	<b>LOCATION:</b>	<u>Tacoma Washington</u>
<b>EMPLOYMENT TYPE:</b>	<u>Regular Employment</u>	<b>DIVISION:</b>	<u>AAT Administration</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>		

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### GENERAL SUMMARY

The Volunteer Coordinator originates, guides, coordinates, and facilitates the development, expansion, and sustainability of the volunteer program within America's Automotive Trust (AAT), Lemay – America's Car Museum (ACM), RPM Foundation, and America on Wheels (AOW). 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 organization 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 organization'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 supports the organization's needs, 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:**

1. Strategic development and refinement of the organization's volunteer program;
2. Recruit, select, screen, train, and deploy volunteers in alignment with organizational requirements, needs and objectives;
3. Orient, develop, and support a professional cadre of volunteers, sufficient in number to meet the fluctuating needs of the organization;
4. Oversee all elements of volunteer performance management and recognition to maintain morale, motivation, and excellence in client and customer service;
5. Ensure all volunteer data is managed appropriately, including data collection, data entry, reports, and file management;
6. Assist 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 Degree in Business Administration, Human Resources, Education, or Museum Studies (other degrees may be considered based upon relevance), and 2-years' relevant volunteer management or project/program coordination experience. Additional relevant education or experience managing volunteers or project/program coordination 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:**

1. Implement recruitment and deployment practices that ensures the creation and maintenance of a volunteer pool of sufficient size to meet the organization's fluctuating volunteer needs;
2. Receive, screen, and acknowledge receipt of all volunteer applications;
3. Conduct initial interviews with volunteer applicants to assess for fit and possible placement within the museum;
4. Conduct 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;
5. Respond to departmental volunteer requisition requests and coordinates placement and scheduling of volunteers for all departments, special events, and various affiliate needs;

6. Work 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;
7. Host and/or attends recruiting events within the community to attract qualified volunteer candidates, grow and strengthen the volunteer community network;
8. Coordinate and facilitates volunteer orientations, to include history, vision, organizational structure, expectations for volunteers, code of conduct, dress code, volunteer system overview, scheduling, and customer focused standards of excellence;
9. Maintain and distributes volunteer policies, procedures, and Volunteer Handbooks to volunteers and secures a signed acknowledgement form for records retention;
10. Conduct initial facilities tour with volunteers, either as part of the orientation, or individually, as appropriate;
11. Coordinate or assists managers in developing specific volunteer training programs or modules as needed;
12. Oversee volunteer communication, notification, and feedback through such avenues as organizational meetings, suggestion programs, volunteer satisfaction surveys, weekly newsletters, volunteer focus groups, one-on-one meetings, emails, and private volunteer webpage updates;
13. Create opportunities for learning and socialization on a quarterly basis in the form of potlucks, tours of private collections and relevant businesses, and area cultural organizations, as appropriate;
14. Coordinate, and facilitates ongoing volunteer recognition as well as the annual volunteer recognition events;
15. Train managers and leads who supervise volunteers in performance management techniques to facilitate open communication, management and volunteer satisfaction, and excellence in customer service;
16. Function 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;
17. Monitor the implementation and outcomes of all volunteer performance improvement plans;
18. Review, guide, and approve management recommendations for volunteer terminations when needed;
19. Proactively keep Human Resources Manager informed of all significant performance management issues and concerns, preferably prior to escalation or implementation of corrective action measures;
20. Provide ongoing support and guidance for volunteers;
21. Coordinate with HR Manager in developing and overseeing an annual budget for the volunteer program;
22. Participate in the National Volunteer Week Reciprocal Admission program for the Puget Sound Region;
23. Evaluate all aspects of the volunteer program to ensure effectiveness and to recommend/implement changes as appropriate;

### **Data Management**

1. Enter and maintain all active volunteer data into the Altru Database;
2. Maintain 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;

3. Maintain all active volunteer personnel files and archived files regarding terminated volunteers;
4. Maintain and reports other statistical data as needed or requested.

**Other**

1. Assist HR Manager in employment related activities including posting jobs, processing applicants, completing backgrounds, and assisting with all-staff meetings and appreciation events.
2. Regularly submit volunteer related items (accomplishments, photos, outreach for special skill, Volunteer of the Month, etc.) to *EnRoute Magazine* and maintains volunteer section of the website;
3. Maintain and administrate the Volunteer's Facebook page and contributes regularly;
4. Send condolence, get-well-soon, and thank you cards as appropriate;
5. Attend meetings as needed or requested, including the weekly Events Planning meetings;
6. Provide periodic updates to the Human Resources Manager regarding strategic plan, progress, obstacles, and successes;
7. Perform other duties as assigned.