



Sparking wonder and curiosity about our world through hands-on science experiences

Manager of Volunteer Services

The full-time Manager of Volunteer Services will oversee a high-quality program designed to cultivate a skilled and effective volunteer team supporting all areas of McWane Science Center. This role includes direct supervision of volunteers, docents, and the Volunteer Coordinator.

Accountabilities and Major Duties

1. Serve as an effective member of the Education management team, contributing to the vision and direction of the education division, aligned with the museum's mission.
2. Develop and implement goals and objectives for the volunteer program which reflect the mission of the organization, including the Adult Volunteer Program, Docent Program, Teen Volunteer Program, Jr. Teen Volunteer Program, and Teen Leadership Program.
3. Provide effective and inspiring staff management by giving timely and fair feedback, one-on-one meetings, and performance evaluations. Maintain an environment which attracts, retains, and motivates staff and lead by example to support McWane Science Center's mission and vision.
4. Assess the need for volunteers and docents to enhance program/service delivery.
5. Administer and monitor expenditures for the volunteer program against the approved budget.
6. Develop an annual budget for the volunteer program.
7. Conduct ongoing evaluation of the programs and services delivered by volunteers and implement improvements as necessary.
8. Identify volunteer assignments that provide meaningful work for volunteers and write the volunteer position descriptions in consultation with staff as appropriate.
9. Promote the volunteer program to gain community support of the volunteer program and the organization.
10. Develop and implement an intake and interview protocol for potential volunteers and docents to ensure the best match between the skills, qualifications, and interests of the volunteers and the needs of the organization.
11. Hold orientation and training sessions for volunteers to increase their understanding of the organization, its visitors, its services, the role and responsibilities of the volunteers, and to ensure their success in their positions.
12. Ensure that volunteer check-in procedures are followed, and records of volunteer hours are maintained according to established procedures.
13. Ensure that volunteers receive the appropriate level of supervision.
14. Assist with conflict resolution among visitors, staff, volunteers, and docents according to established procedures.
15. Participate in the monthly weekend Education Manager rotation.

Minimum Qualifications

- Possess a bachelor's degree in Human Resources, Communications, Science, Science Education, Museum Studies, or related field.
- Previous management experience preferred.
- Personal volunteer experience preferred.
- Proficient in computer applications such as word processing, spread sheets and internet usage.
- Ability to motivate and maintain morale and team spirit.
- Knowledge of good customer service principles, excellent interpersonal skills, and the ability to work well with a variety of people from various backgrounds and cultures.
- Must be self-directed, creative problem solver with excellent follow-through.
- Excellent oral and written communication skills, comfortable leading presentations and role-playing in a group setting.
- Excellent time management and organizational skills.
- Ability to engage with people of all ages in an enthusiastic, friendly, outgoing and professional manner.
- Experience in presentation of informal science programs preferred.
- Must be able and willing to work weekends, evenings, and holidays.
- Must possess a valid Driver License subject to acceptable annual motor vehicle reports. Must provide verification of valid minimum liability insurance as required by State law.

Minimum Physical Qualifications

- Sit and/or stand for extended periods of time without being able to leave the work area.
- Lift objects frequently (10-20 lbs) in performing some tasks on occasion.
- Push or pull objects on a regular basis (50 lbs max).
- Grasp objects utilizing the fingers.
- Reach for objects above the head or below the waist.
- Stoop or crouch by bending at the waist or by bending legs.
- Hearing and visual acuity.
- Ability to operate a motor vehicle.

Benefits include health, dental, vision and life insurance; 403(b) retirement savings plan including company match; paid time off; free membership and movie screenings; discounts in our gift shop, camp program, IMAX theater and food service; and on-site parking.

We look forward to hearing from you!