



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

Come join our Education team! The 28-hour **Volunteer Services Coordinator** assists the Manager of Volunteer Services in recruitment, interviews, onboarding procedures, and retention of those involved in the volunteer program at McWane Science Center. This position collaborates closely with other managers to coordinate volunteer training and manage daily schedules. This position will set a standard of excellence for volunteers in all areas including customer service, active learning, and visitor engagement. Weekend and evening work is required.

Accountabilities and Major Duties

1. Support the Manager of Volunteer Services in recruiting, interviewing, orientating, training, and retaining volunteers.
 - a. Recruiting – Represent the McWane Volunteer Program at recruiting/tabling events around the community. Communicate with teachers in the community regarding the Teen Volunteer Program. Coordinate with the Marketing team to create social media posts to communicate with the public regarding the volunteer program.
 - b. Interviewing – Assist with the processes leading up to and conducting interviews for Teen Volunteers for the Summer and School Year Programs.
 - c. Orientating – Aid with the annual orientation for the Summer Teen Program and with monthly orientations for volunteers (teen and adult) throughout the year.
 - d. Training – Coordinate and track the progress of volunteers and their ongoing program training. Actively participate in training new volunteers.
 - e. Retaining – Identify and execute innovative ways to celebrate the impact of our volunteers including coordinating celebratory social media posts, appreciation events, and National Volunteer Week festivities.
2. Create and coordinate daily schedules for volunteers considering staffing needs and public programming/events.
3. Audit/track monthly volunteer hours, communicating any issues with the Manager of Volunteer Services.
4. Respond to inquiries about the volunteer program in a timely manner.
5. Be a role model to volunteers on effective ways to best engage and interact with our visitors.
6. Work closely with all aspects of the Teen Volunteer Programs, including monitoring the application process, assisting with interviews, and participating in monthly Teen Leader workshops.
7. Work with the Museum Engagement department to create a dynamic atmosphere through the facilitation of inquiry-based STEM experiences and exhibit interpretation, including the Shark and Ray Touch Tank, High Cycle, and Itty Bitty Magic City.
8. Answer general visitor and volunteer inquiries about the facility, exhibits, or experiences.

Minimum Qualifications

- High School diploma.
- 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.

- Ability to motivate and maintain staff morale and team spirit.
- Must be a self-directed, creative problem solver with excellent follow-through.
- Demonstrates a passion and enthusiasm for learning.
- Strong organization and time management skills.
- Excellent oral and written communication skills, comfortable leading presentations and role-playing in a group setting.
- Ability to engage with children and adults in a friendly, engaging, and professional manner.
- Experience working with children and/or teenagers preferred.
- Ability to interpret and communicate science concepts.
- Proficient in Microsoft Office.
- Must be able and willing to work weekends, evenings, and holidays.
- Possess a valid driver's license subject to acceptable annual motor vehicle reports.
- Must provide proof of minimum liability insurance as required by state law.

Minimum Physical Qualifications

- Sit or stand for extended periods of time without being able to leave the work area.
- Lift objects frequently in performing the work (10-20 lbs., occasionally).
- Pull or push objects on a regular basis (50 lbs. max).
- Grasp object 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.
- Exposure to chemicals, fumes and vapors that could potentially affect the health of the employee.
- Ability to operate a motor vehicle.

Benefits include FREE membership and movie screenings; 403(b) retirement plan option including company match; discounts in our gift shop, camp program, IMAX theater and food service; and on-site parking.

We look forward to hearing from you! Please forward letter of interest, resume & salary requirements to McWane Science Center Human Resources at HR@mcwane.org. EOE.