



AMERICA'S CAR MUSEUM

VOLUNTEER COORDINATOR

POSITION DESCRIPTION

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

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.

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.

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.

If interested in this position, please forward a current resume and salary expectations to:

jobs@americascarmuseum.org