

## Volunteer Manager Job Description

### **General Job Description:**

**Primary:** The Volunteer Manager supervises volunteers and provides direction, coordination, and consultation for all volunteer functions within the Museum to:

- Strengthen public or private programs,
- Involve a community of supporters as described in the duties outlined below.

**Secondary:** The Volunteer Manager is responsible for scheduling all tours for the Museum.

The position manages the Volunteer Office while working in an unstructured environment with numerous interruptions throughout the day.

### **Job Duties and Responsibilities (Other duties may be assigned as appropriate.)**

- Develop, promote, and maintain a wide range of volunteer opportunities within the organization
  - Survey staff regularly to assess needs for volunteer assistance
  - Maintain Volunteer Service Descriptions for each volunteer assignment
  - Ensure volunteers are staffed to support the various areas of operations, to include visitor service areas, exhibits and education, special events, development, and marketing/communications
  - Recommend the most efficient use of volunteers, appropriate volunteer/supervisory mix, and future workforce needs to support volunteer program operations
  - Conduct and/or arrange for volunteer orientation and training
  - Schedule all volunteer activity, including docent tours
  - Develop and manage volunteer policies, procedures, and standards of volunteer service
  - Assess visitor feedback received through comment forms
  - Organize and participate in volunteer recognition programs and special events
  - Evaluate all aspects of volunteer programs to ensure effectiveness and to recommend/implement changes as appropriate
  - Maintain accurate records and provide timely statistical and activity reports on volunteer participation
- Recruit, interview and place applicants for volunteer work
  - Host and attend recruiting events within the community to attract qualified candidates
  - Work with Marketing and Public Relations and professional associations to publicize opportunities for volunteers
  - Develop and maintain relationships with other volunteer organizations within the area
- Provide ongoing support and guidance for volunteers
  - Act as a single point of contact for communications
  - Confer with volunteers to resolve grievances and promote cooperation and interest
- Create and distribute various communications and publications
  - Author monthly newsletter, "*Volunteer View*"
  - Facilitate distribution of information relevant to volunteers

- Author written communications such as letters, Museum practices, instructions, or other media, as appropriate
- Conduct tours as needed or requested
- Perform as Sponsor for the Volunteer Council
  - Attend Council meetings
  - Provide advice and direction to the Council
  - Assure Council activities are aligned with the mission and vision of The Dali Museum
  - Promote activities and achievements of the Council
  - Assist Council in acquiring funding of volunteer related events, as necessary
- Assist with other volunteer organizations established by other departments, including education interns, education volunteers, development volunteers including the Regional Council, and membership volunteers including the Zodiac group
- Identify community outreach opportunities such as fairs, festivals, local markets and organizations
  - Maintain schedule of opportunities
  - Work proactively with staff to provide accurate information and assistance to the volunteer
- Develop and oversee program budget
- Remain current in general office technology
  - Train volunteers to use office and specialized equipment when appropriate
- Coordinate reservations for group tours<sup>1</sup>
  - Handle telephone, voicemail, written, and e-mail inquiries for information regarding group visits
  - Inform customers of all pertinent Group Visit policies
  - Send out Group Visit collateral and museum brochures, as appropriate
  - Maintain Group Tour schedule in an accurate and timely fashion
  - Send confirmation and reminders
  - Work with volunteers and admission staff to manage/assist groups before they arrive and upon arrival to provide the best experience and minimize confusion and problems for other visitors
  - Enter group tour data into Raisers Edge
  - Maintain previous tour list for mailings
  - Build relationships with groups through service and follow up communication that results in return group visits
  - Conduct post-visit calls to track successes and identify problems so that relationships are maintained and system improvements are made

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<sup>1</sup> While the Group Sales Representative reports to the Deputy Directory for Marketing and Administration, the position regularly interfaces with numerous other Museum members including staff in the development, admissions and education

## **Qualifications**

To be successful, an individual must be able to perform each job duty satisfactorily.

### **Education and Experience**

- Possess a (level of education)
- Have job-related experience, such as working in a Museum, managing volunteer programs, leading teams and/or organizations, (other?)
- Knowledge of management principles and evaluation techniques related to programs that involve a cadre of volunteers

### **Skills**

- Proficient in basic computer applications, such as word processing, spreadsheets, and internet usage
- Record keeping skills (for admissions and marketing)
- Organization and planning skills

### **Capabilities**

- Demonstrated capability to conduct one's self in a calm and professional demeanor when dealing with the public and/or with difficult situations
- Demonstrated capability to effectively communicate orally and in writing
- Ability to work well with a diverse group of staff and volunteers
- Willingness to adjust hours to accommodate the needs of the job
- Ability to effectively manage a wide array of tasks, projects, and responsibilities
- Ability to work productively in an unstructured environment with frequent interruptions

### **Time Commitments**

- Hours are generally Tuesday through Saturday, between XX and XX
- Must be available for special events and training
- Must attend meetings of the Volunteer Council