

Job Title:	Volunteer Program Coordinator	FLSA Status:	Exempt
Reports To:	Human Resources Director	FTE Status:	Full Time
Department:	Human Resources	Date Revised:	07/2024

POSITION OBJECTIVE & SUMMARY	General purpose for this job (what is done and why).
<p>The Volunteer Program Coordinator will be responsible for coordinating the Science Museum Oklahoma (SMO) Volunteer & Internship Program. This position will be responsible for the design and implementation of the SMO Volunteer & Internship Program to include organization, recruitment and placement of volunteers and unpaid interns. This position will also conduct training, onboarding, coaching and termination of volunteers and unpaid interns for the program. This position will have the critical responsibility of ensuring that the program follows federal, state and local laws that govern volunteering and that the program remains compliant with applicable policies. This position is housed within the Human Resources Department and will cross train on Human Resources functions.</p>	

ESSENTIAL FUNCTIONS, DUTIES & RESPONSIBILITIES	This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Nonessential functions identified with an asterisk.
<ul style="list-style-type: none"> • Design, implement and coordinate the Volunteer & Internship Program for Science Museum Oklahoma • Responsible for remaining knowledgeable of applicable laws and policies that affect the program and operating the program within compliance of applicable guidelines and changing legislation. • Responsible for maintaining and updating the volunteer handbook and onboarding guide • Ensure that volunteer and intern records and hours are kept as required • Responsible for updating the volunteer information systems database • Works with supervisors and Museum leadership to determine volunteer staffing needs • Responsible for the recruitment and placement of program volunteers, event volunteers, and unpaid interns • Recruitment involves attending job fairs, posting jobs on the SMO website, accepting passive applications, screening applications, interviewing and offering volunteer positions. • Ensure that volunteers & unpaid interns receive proper background checks according to policy • Responsible for training, onboarding, coaching and termination of individual volunteers & unpaid interns • Schedule and coordinate volunteers & unpaid interns during events and functions • Act as a liaison between the Museum and community partners and corporate volunteer groups • Develop long term strategies for volunteer & intern engagement • Stay within the determined budget each fiscal year • Other duties as appropriate for successful museum operations 	

CREDENTIALS/EXPERIENCE	Minimum education, experience, technical and communication skill levels and licenses/certificates normally required to perform the duties of this position.
<ul style="list-style-type: none"> • Bachelor's Degree preferred • 3 or more years of work experience as a volunteer coordinator at a non-profit organization • Computer literate: proficient in Microsoft Office, particularly Word and Excel and I use these programs on a daily basis • Must be available to flex time and work events outside of regular business hours for the purposes of the volunteer program. This may happen approximately once per month depending on the time of year 	

KNOWLEDGE, SKILLS & ABILITIES	Minimum education, experience, technical and communication skill levels and licenses/certificates normally required to perform the duties of this position.
<ul style="list-style-type: none"> • The ability to be kind, approachable, confident and open to correction • The ability to work in a small welcoming department where we meet each Monday afternoon to plan out the week and try to balance workloads • The ability to work for a supervisor who gives direct feedback, practices practices compassionate accountability, and • Possess excellent writing, editing and presentation skills • Exceptional organizational skills, detail oriented • Outgoing and personable while maintaining a professional appearance and demeanor • Have exceptional customer service skills with exceptional verbal communication skills • Must be able to work with a high degree of confidentiality and tact • Be an independent worker, able to identify jobs that need to be done, and do them with little direction, but also adapt to working cooperatively with co-workers 	

DEPARTMENTAL CULTURE	Typical working conditions in this department
<ul style="list-style-type: none"> • Including this position, Human Resources is a small but mighty crew of four professionals. <ul style="list-style-type: none"> ○ HR Director ○ Engagement Coordinator ○ HR Coordinator ○ Volunteer Program Coordinator • We meet each Monday afternoon to plan our week and try to help each other balance our workloads. • We work as a team. This way the rest of the team can assist when the person in this position is out of the office. • The HR Director practices compassionate accountability, provides direct feedback, and provides a space for the team to (CDC), Challenge, Decide & Commit, which just means that when we are making a decision everyone gets input and can challenge until a decision is made by the director or project leader, then we all commit to the decision. • The standard working hours are M-F, 8:30am to 5pm, with a 30-minute lunch. This schedule can be negotiated providing that 8 hours per day is completed. • This position is exempt, however when the program requires work to be performed on a day when the incumbent is not scheduled to work, we allow flex time to be used. • This position is provided with a company cell phone and phone plan so that they can text candidates. 	

WORKING CONDITIONS

Typical working conditions associated with this type of work and environmental hazards, if any, that may be encountered in performing the duties of this position.

This position works in a climate-controlled office setting and may be subject to a fast-paced decision-making environment.

This position:

- May require working on a computer for long periods of time, using a keyboard, viewing a digital screen.
- Occasional lifting (up to 10 pounds).

This position may require the employee to drive for business purposes in either their own vehicle or a vehicle provided by the Museum. Employees that drive for business purposes must be able to pass a Motor Vehicle Records check and provide proof of insurance and a valid license to drive on an annual basis.

Employee must be able to meet physical requirements of the position with or without reasonable accommodation.

WORKING RELATIONSHIPS

Positions with which the incumbent has a direct or indirect supervisory relationship.

This position has direct or supervisory responsibilities over the volunteers and interns in the Volunteer & Internship Program but does not supervise other staff. This position must maintain positive working relationships with management, employees, applicants, volunteers, interns, vendors, corporate groups, community partners, and the general public.

APPROVALS

By signing this job description I certify that I understand the duties and requirements of this position and that I can perform these duties with or without accommodation.

Employee (Print Name)

Human Resources/Supervisor (Print Name)

Employee Signature

Human Resources/Supervisor Signature

Date

Date