



Title: **Volunteer & Group Tour Coordinator**
Job Type: **Part-time/year-round, Hourly Non-Exempt, On-site**
Pay: **\$16 - \$18/hour**
Reports to: **Executive Director**

Job Description:

Reporting to the Executive Director, this is a year-round, part-time position with increased hours during the peak operational summer season and event periods. The **Volunteer & Group Tour Coordinator's responsibilities** include recruiting and training new **volunteers**, keeping an accurate database of **volunteer** information and skills, matching **volunteers** to opportunities that suit their skills and fit the museum's and staff teams' needs, keeping **volunteers** informed with regular communications, and conveying the organization's purpose to the public. Serving as the primary contact for Group Tour bookings, scheduling tours, scheduling group tour docents when needed, billing for group tours, and handling any post-visit follow-up.

General Duties & Responsibilities

- Serve as the primary contact for all Volunteers & Group Tour main contacts
- Serve as the Staff Liaison for the Volunteer Council
- Maintain accurate Volunteer Records in Donor Perfect Database
- Review annually the Volunteer Handbook and Volunteer Code of Ethics
- Gather and/or Record Volunteer Hours for accounting and recognition purposes
- Initiate strategies for Volunteer Recruitment & New Group Tour Operators
- Stewardship and fostering of existing Volunteers & Group Tour Operators
- Write and distribute eblasts to the full Volunteer Corps & promote Group Tours
- Maintain good communications with Volunteers & Group Tour Operators
- Coordinate with ABM Staff Team's needs for volunteers within each departmental area
- Develop an annual budget for Volunteer needs
- Working closely with the relevant Staff Team to plan the Volunteer Orientation event and Appreciation event
- Organize and maintain Volunteer Recognition button series
- Assist with ongoing evaluation of Volunteer opportunities at ABM, and post-event review

- Demonstrate quality standards of safety, hospitality, engagement, credibility, and effectiveness
- Supervise Volunteers when necessary
- Promote visitor and volunteer interaction and enhance the experience for both events and other Volunteer projects
- Promote the safety and security of the Volunteer Corps & visiting Group Tours
- Other duties as assigned by the Executive Director

Skills & Work Habits

- Previous experience with volunteers in a non-profit or museum setting
- Ability to clearly communicate, expressing requirements and expectations to a wide range of individuals
- Excellent written communication skills, especially in the English language
- Strong attention to detail in evaluating the completion of various phases of a project
- Analytical skills to monitor progress, assess programming, and identify if changes are needed
- Critical thinking and problem-solving skills essential
- Willingness to manage multiple tasks at once and adhere to guidelines, budgets, and deadlines
- Computer skills are essential, especially email, Excel spreadsheets, Constant Contact, and presentation creation software
- Cooperative and communicative attitude with the Staff Team, Trustees, and Volunteers, and Group Tour operators
- Versatility, displaying genuine enthusiasm and creativity, and the ability to work and interact with people of all ages and abilities
- Physical stamina and punctuality
- Ability to work a flexible schedule, including weekdays, holidays, evenings, and weekends
- A general knowledge of Clayton's cultural history and the Museum's mission
- Valid driver's license

How to Apply:

E-mail your resume, cover letter, and references to mattperrin@abm.org