



VOLUNTEER AND RELATIONSHIP COORDINATOR FULL-TIME HOURLY NON-EXEMPT (40 HOURS/WEEK) Benjamin Harrison Presidential Site

SUMMARY/OBJECTIVE

The Volunteer and Relationship Coordinator brings excellent time management skills, creativity, and enthusiasm to a collaborative, agile team at the home and museum of America's Hoosier President. The mission of the Benjamin Harrison Presidential Site is to *"to increase public participation in the American system of self-government by sharing the life stories, arts and culture of an American President."*

This position is directly responsible for scheduling volunteers to cover essential daily museum duties, including tour docents and Welcome Center Ambassadors. It is also focused on planning, organizing and directing the volunteer program and supporting the Volunteer association, and helping meet the volunteer needs of relevant board committees and institutional departments. In addition, this position is in charge of continuing education, volunteer communications and the successful opening and closing of the Benjamin Harrison Presidential Site. Importantly, this position will also assist the Vice President of Development with other relationship management duties, including record keeping, data entry, grant management, and donor relations as assigned.

This position reports to the Experience Manager and works in cooperation with all other staff members.

ESSENTIAL FUNCTIONS

- Develops annual business plan for Volunteer Office
- Assists Experience Manager with the recruitment and onboarding of volunteers for docents, special events and Presidential Site programs.
- Participates in observations and evaluations, records the observations and discusses findings with each volunteer.
- Maintains updated records on all volunteers, donors, and members.
- Sends monthly renewal letters to members.
- Assists the VP of Development with annual fund communications and grant management.
- Sets up and attends volunteer meetings. Reports to staff on volunteer activities as needed.
- Recommends and develops ongoing volunteer utilization.
- Develops and implements a volunteer recognition program.
- Maintains communication with volunteers through bulletin boards, newsletters, phone and email.
- Partner with the Special Events and Marketing Manager to prepare and train special event volunteers
- Partner with the VP of Curatorship & Exhibition on volunteer trainings

- Work closely with Education to coordinate program schedules and group tours
- Schedule and implement training programs and continuing education for all volunteers.
- Serve as a back-up Welcome Center Ambassador

QUALIFICATIONS:

- Professional experience in a not-for-profit organization
- Successful track record and tangible experience successfully managing volunteers
- Excellent communication skills, both written and oral
- Flexible and adaptable style; a manager who can positively impact relationship development at the Presidential Site.
- Ability to work both independently without close oversight, but also a team player who will productively engage with others at varying levels within and outside the Presidential Site.
- Energy and passion for the Presidential Site's educational and historical mission is essential.
- Ability to construct, articulate, and implement annual business plan development and strategic development.
- Strong organizational and time management skills with exceptional attention to detail.
- A professional and resourceful style with desire to take initiative and manage multiple tasks and projects at a time.

PREFERRED EDUCATION AND EXPERIENCE

- Bachelor's degree is requested.
- Prior experience as volunteer coordinator or membership manager for public or nonprofit employer.
- Prior experience creating and implementing volunteer programs and training.
- Prior experience with CRM software

POSITION TYPE AND EXPECTED HOURS OF WORK

This is a full-time position. Primary working hours are Monday through Friday, 9:00AM to 5:00PM, with some seasonal evening and weekend work required as job duties and special event schedule require.

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.