

# Toledo Museum of Art

## Job Description

**Job Title:** Volunteer Coordinator

**Area of Expertise:** Human Resources

**Reports To:** Director, Human Resources

**FLSA Status:** non-exempt

**Summary:** Coordinate all general volunteer activities and Peristyle Usher activities at TMA.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Maintains adequate general volunteer staffing levels by identifying sources to recruit volunteers, working with and speaking before community groups and colleges to recruit volunteers, and recruiting and interviewing potential volunteers.
- Maintains volunteer staff by assessing volunteer skills, fulfilling volunteer requests, scheduling volunteers for assignments, recommending training for volunteers and/or working with area of expertise leaders to identify volunteer training needs.
- Keeps volunteers informed by orienting new volunteers, hosting volunteer meetings, sending volunteer newsletters, and communicating with volunteers via phone, mail or e-mail.
- Maintain general volunteer records by setting up and maintaining files for all active and inactive volunteers, tracking volunteer hours, and tracking volunteer skills and training.
- Reward, recognize and show appreciation for volunteers by planning an annual volunteer recognition event, and providing volunteers information regarding special benefits such as free parking, discounts, and tickets to exhibitions.
- Support an effective Human Resources function by performing other duties as necessary.
- Support the Guiding Principles of the Museum in all activities. Model behavior described in the Museum Values statement.

### **Team Relationships**

Reports to Director of Human Resources. Works closely with all areas of expertise within the Museum

### **Supervisory Responsibilities**

Directly supervises Head Usher and approximately 200 general volunteers. Carries out supervisory responsibilities in accordance with the Museum's policies and applicable laws. Responsibilities include interviewing, hiring, and training; planning, assigning, and directing work; appraising performance; rewarding and disciplining; addressing complaints and resolving problems.

### **Education and/or Experience**

Bachelor's degree (B. A.) from four-year college or university; two years related experience; or equivalent combination of education and experience.

### **Language Skills**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### **Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

**Reasoning Ability**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills**

To perform this job successfully, an individual should have basic skills in Access, Excel and Word.

**Physical Demands**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this position, the employee is regularly required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms; and talk or hear. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds.

**Work Environment**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this Job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

**Other Qualifications**

Requires bachelor's degree with two years experience working with volunteers, or equivalent combination of experience and education. Must have excellent communication skills, be attentive to detail and possess great customer service skills. Must be multi-task oriented and have the ability to work on multiple projects at one time. Must have previous supervisory experience and experience working with volunteer staff. Proven abilities to troubleshoot and problem solve are a plus.