



OUR VISION:

To be the acknowledged leader in public assembly venue management in the region

OUR MISSION:

To enhance the livability and economic vitality of the metropolitan region through sound stewardship, expert management and creative development of the region's public assembly venues

OUR VALUES:

Respect ~ Excellence ~ Teamwork ~ Innovation ~ Community

Job Title	Volunteer Services Coordinator	Bargaining Unit	Non-represented
Functional Job Family	Guest Services	Classification #	8375,8125
FLSA	<input checked="" type="checkbox"/> Exempt - Administrative <input checked="" type="checkbox"/> Non-Exempt	Salary Grade #	214, 321
Position Status	<input checked="" type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time	Revision Date	November 2019

(The part-time position is non-exempt; the full-time position is exempt.)

Classification Description:

Plan, implement, coordinate and oversee the volunteer program. Coordinate and schedule the activities of volunteers.

Duties and Responsibilities:

To perform this job successfully, an individual must be able to perform each essential duty and physical demands satisfactorily with or without a reasonable accommodation.

1. Plans, implements, coordinates and oversees ongoing volunteer programs and activities.
2. Forecasts volunteer needs; plans and implements recruiting efforts; recruits volunteers; resolves problems with volunteers' service.
3. Plans, coordinates and schedules volunteers to cover events, tours, gift shop, information booth, coat check, etc.
4. Develops and implements volunteer training programs.
5. Plans and coordinates volunteer appreciation and recognition events.
6. Coordinates production of volunteer related documents, such as newsletters, flyers, brochures, information packets, etc.
7. Maintains and manages volunteer database.
8. Oversees and tracks the volunteer program budget.
9. Oversees the gift shop and area-attraction information displays; maintains and manages inventory.
10. Liaise between volunteers and staff.

**Secondary Functions:**

1. Participates on volunteers' committees; assists in volunteer activities and events planning.
2. Other duties which may be necessary or desirable to support the agency's success.

Supervisory Responsibilities:

This position has oversight responsibilities for volunteers, including providing lead direction, guidance and coaching. Responsibilities include scheduling, orienting and training volunteers in applicable policies, procedures and techniques, and providing assistance to management in achieving success of and through the volunteer program.

Education and/or Experience; Certificates, Licenses, and Registrations:

- High School Diploma or GED, and
- A minimum of two (2) years experience recruiting and coordinating volunteers, or
- An equivalent combination of education, experience and training that would provide the knowledge, skills and abilities required for the successful performance of the essential job duties

Necessary Knowledge, Skills and Abilities:

- Operations, services and activities of a public assembly venue, or similar facility
- Basic accounting principles and procedures
- Organizational skills with the ability to effectively coordinate the work of others
- Work effectively with information management systems, and adapt quickly to system changes and updates
- Motivate and retain a diverse group of volunteers
- Establish and maintain effective, cooperative working relationships with those contacted in the course of work
- Work various shifts including evenings, weekends and holidays

Physical Demands / Work Environment:

- Majority of work is completed in a general office environment with exposure to moderate levels of noise in a well-lit, well-ventilated and moderately paced environment
- Continuously required to read a computer screen; hear and/or respond to audio cues; perform repetitive motions of hands and wrists
- Frequently required to sit for extended periods of time
- Occasionally required to stand and/or walk for extended periods of time
- Rarely required to twist and/or bend; reach with hands and arms



“MERC believes that each employee makes a significant contribution to our overall success. That contribution should not be limited by the assigned responsibilities. Therefore, this Classification Description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent or MERC, to just the specific work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of our endeavors.”

APPROVED:

MERC General Manager

Date

MERC Human Resources Manager

Date