**Volunteer Manager**

The Volunteer Manager recruits, trains, schedules, and supervises all volunteers in the museum, including the teen volunteer program. CDM volunteers support the administrative needs of the Museum and add value to the guest experience.  The volunteer manager will ensure an environment where teen and adult volunteers are valued, appreciated, and embedded within the Museum’s culture. In addition, the Volunteer Manager will support the effective management of museum educators to provide a coordinated approach to guest experience. This position will support the standards set for the quality and character of interactions between museum educator staff, volunteers, and guests.

**Duties and Responsibilities:**

* Supervise 60 plus teens in the Museum Apprentice Program and adult volunteers.
* Set goals for the development of the museum apprentice program and adult volunteer program.
* Identify appropriate positions for volunteers (adults, groups, and teens) within the scope of CDM programs and exhibits.
* Set criteria for and create job descriptions for the various adult volunteer classifications including adult volunteers, field placements, adults with disabilities, community groups and interns.
* Oversee operational support for all internships hosted by the Museum and work with Museum staff to ensure the internship is successfully implemented.
* Ensure that all MAPs advance in the program at a pace that is appropriate to the individual teen.
* Develop policies as required for the teen and adult volunteer program.
* Model and monitor customer interaction between and among museum educators and volunteers, serving as a liaison when issues occur.
* Maintain the volunteer database and calendars and create rotations for MAPs and adult volunteers as needed.
* Create and send out monthly MAP newsletter and calendar.
* Record and report volunteer program data (hours served, number of volunteers, etc.)
* Schedule, plan, and supervise MAP events (Prime Times, MAP Fun Day, TAB meetings, etc.)
* Create and implement meaningful appreciation and recognition of volunteers (i.e. awards dinner, exhibit pins, MAP points)
* Work with the Evaluation Manager to evaluate the impact of the teen and adult volunteer program.
* Collaborate with the Advancement Department by providing information for grant applications and marketing campaigns.
* Serve as supervisor of museum educators in the absence of the museum experience manager and the director of museum experience and volunteers.
* Serve as a manager on duty.
* Other duties as assigned.

**Experience and Education Required:**

* 4-year degree in a related field or commensurate life experience
* 2 or more years of experience leading a volunteer program
* 2 or more years of experience working with teens ages 13 to 18
* Demonstrated ability to mentor others
* Knowledge of current trends and resources in the volunteer management field
* Demonstrated success working on a team
* Excellent organizational and interpersonal skills
* Effective written and oral communication skills
* Ability to work on a number of tasks simultaneously and to meet deadlines in a timely manner

**Working Conditions:**

* Museum floor and office environment
* 4 weekend days required each month
* Some holidays and evenings required

**Physical Demands:**

* Standing and walking on the Museum floor for extended periods
* Some lifting of supplies

**Full time non-exempt position; benefits package; hourly $17.00.**

Interested candidates are asked to submit an application online through the Museum’s career site at https://cdmfun.applicantpro.com/jobs/