POSITION TITLE: Volunteer Manager

POSITION PURPOSE: The Volunteer Manager oversees all aspects of WonderLab’s award-winning adult and teen volunteer program that enhances and enriches visitors’ experiences in the museum and in the community at outreach, special events and camps; and also supports administrative functions such as membership and fundraising. As a key member of the Museum Experience Team, the Volunteer Manager will revitalize and manage an engaged volunteer program that provides meaningful impact and relationship with the organization, strengthens community connections and rewards and challenges volunteers. Responsibilities include program planning, recruitment, training, evaluation, maintaining database records, and recognition. The Volunteer Manager ensures that the volunteer program supports WonderLab’s hands-on science mission, as well as WonderLab’s values of equity, accessibility, antiracism, and gender inclusion.

As a WonderLab representative you will be immersed in a fun, lively environment rich with the voices of delighted children and a gallery of hands-on science. You will be a part of a beloved community institution that is people-centered, community-focused, and mission driven.

REPORTS TO: Director of Museum Experience

STATUS: Full-time (40 hours per week), Flex Time, with weekend and occasional evening hours, (Fair Labor Standards Act category: "non-exempt").

PAY RATE: $15.75/hour

START DATE: November 15th, 2021

BENEFITS: Paid holidays and paid time off. Health, vision, and dental insurance benefits are available. WonderLab also provides life insurance, long-term disability insurance, WonderLab membership at dual or basic family level, and a 20% discount in the museum gift store. Training opportunities may include: museum operations and customer service seminars, Red Cross Certification, and other opportunities through membership in the Association of Science and Technology Centers (ASTC).

Key Responsibility Area: Volunteer Department management; build and manage a robust volunteer program through volunteer recruitment, recognition, retention, and budget management.

Specific Duties:

- **Recruitment**: Plan and implement recruitment strategies to ensure an ample and diverse team of adult and teen volunteers. Collaborate with department heads to identify volunteer needs for museum activities, and develop relevant volunteer job descriptions. Annually, recruit and coordinate high school volunteers to serve as Interns at summer WonderCamp. Build and maintain relationships with community partners as volunteer recruitment sources.


- **Retention**: Develop, implement and manage a volunteer strategy for WonderLab that offers volunteers a meaningful, long-term relationship with the organization. Develop and implement an orientation program, and ongoing training opportunities. Develop tools to assess volunteer progress, achievement, and areas requiring further training. Build relationships with volunteers. Schedule volunteers in engaging opportunities. Ensure volunteers comply with all health and safety procedures.
- **Budget**: Manage Volunteer Department budget; determine annual budget needs. Develop and submit monthly and annual engagement and budget reports.

**Key Responsibility Area: In Floor Manager role as scheduled, promote visitor engagement, maintain the gallery as a safe and curiosity-driven space, and serve as a role model for volunteers.**

**Specific Duties:**
- **Engagement**: Engage visitors at exhibits and activities by actively promoting a curiosity about science, and encouraging inquiry-based science and playful learning. Facilitate group visit logistics during scheduled times. Assist with birthday party events and evening facility rental events, as needed.
- **Gallery Maintenance**: Provide a welcoming first impression to WonderLab visitors by maintaining neat and orderly appearance of the museum; address gallery maintenance and safety issues. Open the museum and prepare galleries at the start of day; oversee shut down at close.
- **Volunteer Supervision**: Engage volunteers during scheduled floor shifts and programs

**Key Responsibility Area: Other**

**Specific Duties:**
- Comply with all administrative policies and procedures described in employee handbook, Emergency Action Plan, and WonderLab’s COVID-19 Preparedness Plan.
- Attend regular Museum Experience Department and full staff meetings
- Implement safety, emergency and lost child procedures. Ensure that museum-wide safety protocol is continuously being met.
- Other duties as assigned.

**INTERNAL RELATIONSHIPS:**

*Internal*: Maintain close communication with Museum Experience staff, Education staff. Coordinate with Marketing Director and Visitor Services staff.

*External*: Cultivate and maintain a positive working relationship with volunteers, interns and visitors. Represent WonderLab in a positive, professional manner in the community. Must maintain excellent relationships with community groups and the public.

**REQUIRED SKILLS:**
- Reliable with strong work ethic
- Friendly and positive attitude; demonstrated ability to communicate, motivate, lead and relate effectively to a variety of people
- Experience working with youth and/or families
- Demonstrated ability to work independently in a fast-paced, team-oriented environment, and work collaboratively across departments
- Bachelor’s degree or equivalent combination of work experience in science and/or museums, tourism, education, volunteer management, or working with nonprofit organizations
- Experience supervising people of varied ages and from diverse backgrounds
- Volunteering experience
- Computer proficiency in Microsoft Suite, with ability to learn and use Volgistics database software
- Physical capability to sit, stand, walk and wear a mask that covers the nose and mouth for extended periods of time (e.g., five hours), climb stairs and ladders, climb through the museum climbing structure, lift 30 pounds and reach high shelving; and function in high-energy environment throughout the day
- Physical capability to comply with WonderLab’s Covid-19 safety procedures and policies
- Commitment to ideals of justice, equity, diversity, and inclusion, fostering an antiracist culture in WonderLab, and to antiracist principles and education
- Red Cross certification in CPR and First Aid, or willingness to become certified
- Proof of eligibility to work in the US
- Proof of COVID-19 vaccination
- An affinity for science, education and community
PREFERRED SKILLS:
- Proficiency with volunteer tracking systems such as Volgistics
- Working knowledge of best practices in volunteer program management
- Bilingual

APPLICATION REQUIREMENTS:
- Completed WonderLab job application form. Form is available on the WonderLab website at https://wonderlab.org/about-wonderlab/job-opportunities/. The form may be completed and submitted online or mailed to the address below.
- Contact information for three references.
- One letter of recommendation. Send recommendation letters directly to ella@wonderlab.org or mail to the address below.
- Resume listing relevant experience
- Cover letter that addresses at least one of the following prompts:
  ○ How would you promote the value of volunteerism to your organization?
  ○ How would you show appreciation for volunteers?
  ○ How do you connect with WonderLab’s mission? (Mission statement can be found here: https://www.wonderlab.org/about-wonderlab/)

WonderLab Museum of Science, Health and Technology
Museum Experience Team Associate Search Committee
Attn: Ella Heckman
308 West 4th Street; P.O. Box 996
Bloomington, IN  47402

Applicants must be able to show proof of eligibility to work in the United States. Position is open until filled. All employees are subject to a criminal background check. WonderLab galleries, offices and grounds are smoke-free environments.

Questions: Ella Heckman, ella@wonderlab.org, 812.337.1337 ext 26

WonderLab strives to provide a welcoming educational space and is founded on values of inclusion and access. WonderLab is committed to creating a diverse museum environment and is proud to be an equal opportunity employer that considers diverse skill sets and experiences among applicants. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, ancestry, age, marital or veteran status, disability, sexual orientation, gender identity, number of dependents, or any other legally protected status. WonderLab strives to make reasonable accommodations for people with disabilities, upon request.

November 1, 2021