

VOLUNTEER COORDINATOR

1. Nature and Scope of Work

This is specialized work involving responsibility for planning and administering a program for the selection, placement, and engagement of volunteer workers in a museum. An incumbent stimulates citizen participation in museum programs and, in consultation with the Programs Coordinator and museum staff, evaluates the potential for volunteers in various departments of the museum. Considerable independence of action and judgement is exercised in day-to-day operations, while matters of overall policy are referred to the Programs Coordinator. Work performance is evaluated in terms of the effectiveness of the service and the achievement of desired objectives.

2. Illustrative Examples of Work

In consultation with the Programs Coordinator and other museum staff, plans, develops, administers, and evaluates the recruitment and effective utilization of volunteers in the operation of a civic museum.

In consultation with a superior, interviews, selects, and conducts orientation of volunteers, making use of the volunteer centres, community and service organizations, and a variety of publicity programs.

Arranges for the appropriate placement and on-location training of volunteers.

In consultation with the Programs Coordinator and other museum staff assesses the potential for the effective use of volunteers in the various facets of the museum organization; assists where appropriate in the scheduling and development of training programs for volunteers.

Prepares and maintains a variety of files and records related to the work; prepares a variety of materials such as job descriptions, certificates, letters of appreciation, newsletter articles, invitations and posters.

Performs related work as required.

3. Required Knowledges, Abilities and Skills

Considerable knowledge of the functions and operations of a civic museum.

Considerable knowledge of the various volunteer agencies, community and service organizations in the community served.

Working knowledge of volunteer administration.

Ability to plan, administer, and evaluate a program for the recruitment and utilization of volunteers.

Ability to interview, select, and appropriately place volunteers.

Ability to develop and maintain effective working relationships with a wide variety of contacts both within the museum and in the community at large.

Ability to interest and motivate volunteers.

Ability to prepare and maintain a variety of materials related to the work such as files, records, and promotional information.

4. Desirable Training and Experience

University or College degree, diploma, certificate in a field related to either communications, public relations, museum work, education or equivalent, plus experience in volunteer administration and recruitment, or an equivalent combination of training and experience.

5. Required Licenses, Certificates and Registrations

Certificate from the Canadian or BC Administrators of Volunteer Resources is beneficial.

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