

**FAMILY MUSEUM - CITY OF BETTENDORF  
PROGRAM COORDINATOR – VOLUNTEER SERVICES AND TRAINING  
OPEN POSITION**

**POSTING DATE: FRIDAY, November 20, 2009**

**CLOSING DATE: FRIDAY, December 4, 2009 – 5:00 p.m.**

**PAY - \$17.9743 TO \$25.1639 PER HOUR**

**MUSEUM AND DEPARTMENTAL MISSION**

Inspire, connect and strengthen our community by enriching the lives of our children today and expanding their capacity to shape their future.

**GENERAL SUMMARY**

Working under the supervision of the Guest Services Manager, manages recruitment, training and placement of 100 to 200 adult and youth volunteers in operational and programmatic areas of the museum, supplementing the work of paid staff and enhancing the number, scope and frequency of services available to the public.

**SUPERVISORY SUMMARY**

This position does not directly supervise paid museum staff, but is responsible for management of the museum's volunteer corps including recruitment, training and guiding, placement, reward and discipline as required.

**AREAS OF ESSENTIAL DUTIES AND RESPONSIBILITIES**

**Interpersonal Relations (25%)**

1. Working with all division managers, determines best level and type of support the volunteer corps can provide to ongoing museum services and programs, enhancing the number, scope and frequency of services available to the public.
2. Supervises the Family Museum Internship Program, establishing and solidifying relationships with regional museum studies programs as the primary source for college internship participants.

**Personnel Management (35%)**

1. Responsible for recruiting and identifying qualified youth and adults to provide personal skills and service to the Museum as a member of the volunteer corps.
2. Provides orientation and training to new members of the volunteer corps, including the Museum and City mission, vision and core beliefs, and on-going training for seasoned volunteers.
3. Responsible for the over-all supervision, evaluation, reward and discipline as required for members of the volunteer corps.
4. Provides direction and leadership to all members of the volunteer corps.
5. Manages on-going program for training for all full and part-time museum staff.

#### Volunteer Program Requirement - Recruitment (30%)

1. Working with the museum's public relations program, prepares and updates materials necessary for active recruitment of persons (youth and adult) for the volunteer corps and their training.
2. Makes presentations to outside organizations, holds informational sessions, and attends volunteer recruitment opportunities as available to increase museum's exposure to potential volunteers.
3. Designs and implements methods for individual and group development and recognition.

#### Administrative/Financial (5%)

1. Supporting the museum's mission and strategic plan, develops and oversees annual operating budget and corresponding activities for the volunteer services program including writing grants for program support.
2. Maintains accurate records of volunteer participation.

#### Other (5%)

1. Serves on Museum/City teams to support effective management of the museum and its operation.
2. Other related duties as assigned.

*(see current annual performance plan for specific measurable outcomes)*

#### **MINIMUM QUALIFICATIONS**

**Education:** A level of knowledge normally acquired through the completion of a BA/BS degree.

**Experience:** Minimum of two years of demonstrated success in recruiting and developing volunteer talent for an established organization, as well as personal experience as a volunteer in a similar setting.

#### **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

**Interpersonal Skills:** The position requires a high level of interpersonal skills and a proven ability to motivate and effectively communicate with a diverse base of individuals.

**Analytical Ability:** Position requires attention to detail in the development, organization, communication and implementation of programs designed to recruit and develop the volunteer corps at the museum.

**Working Conditions:** Work is in office environment. Evening and weekend work will be necessary to accommodate the volunteer corps schedules and the museum related activities in which they are involved.

**This is a part time position working approximately 30-35 hours per week. If you are interested in applying for this position – please send a resume and completed application to:**

**Human Resources  
City Hall  
1609 State Street  
Bettendorf, IA 52722**