

Gammelgården Museum of Scandia
Volunteer Coordinator/Greeter-Receptionist Job Description

Who May Apply: Open to all qualified applicants

Please Respond By: Monday, October 16th for priority consideration

Preferred Starting Date: ASAP

This hire will fill a newly-created Volunteer Coordinator/Greeter-Receptionist position at Gammelgården Museum of Scandia (Scandia, Minnesota).

INTRODUCTION

Volunteers serve as the primary workers at Gammelgården Museum of Scandia and are the key to the success and financial health of Gammelgården. Recruitment of new volunteers is an ongoing endeavor and supports the museum's programming, tours, special events, and annual exhibits. Because of shifting demographics and availability to serve, successful volunteers need training, affirmation, support, and appreciation. A Volunteer Coordinator is critical to meeting these needs.

A Greeter-Receptionist is the first person museum guests see when they enter the building. Having a pleasant smile and providing information to visitors helps ensure that each guest feels welcomed and engaged with the museum.

ACCOUNTABILITY

The Gammelgården Museum Volunteer Coordinator/Greeter-Receptionist reports directly to the Gammelgården Museum Director.

RESPONSIBILITIES

The Gammelgården Museum Volunteer Coordinator/Greeter-Receptionist has two parts to the position: the Volunteer Coordinator and the Greeter-Receptionist. Both are equally important and vital to the success of the museum.

As the Volunteer Coordinator, the individual in this role shall oversee the volunteers of Gammelgården Museum. This is to include, but is not limited to:

1. Recruit volunteers through various social media sites, websites (including SignUpGenius and VolunteerMatch), and printed publications.
2. Train and oversee volunteers for the museum – including training tour guides, gardening help, greeters, maintenance help, mailings, and volunteers for the annual events (which may include set-up, serving food, and clean-up) and any other special events or other tasks as identified.
3. Keep accurate annual records of volunteer hours for proper recognition at the annual volunteer recognition and thank you event in January of each year.
4. Keep accurate records for the required background checks for all volunteers including Board and Advokat members.

5. Work with the Director and Staff to plan, recruit, and schedule volunteers for special major events:
 - i. Vinterfest (last Saturday in January)
 - ii. Opening Weekend (1st Saturday in May)
 - iii. Midsommardagen (4th Saturday in June)
 - iv. Spelmansstamman (3rd Saturday in August)
 - v. Luciadagen (2nd Sunday in December)
6. Create and oversee volunteer retention and incentive programs.
7. Preside at the Annual Volunteer Recognition and Thank You Open House. With the Director and Staff, make arrangements for the annual thank you gifts, awards, and invitations to the event.
8. Work together with the Director, Staff, and Board to promote Gammelgården Museum of Scandia as a point of destination and choice for 5,000+ guests each year.
9. Work with the Marketing/PR Director to prepare articles about volunteering and volunteerism for the Kul News, social media, and other PR as needed.
10. Attend Gammelgården Museum Board meetings (4 per year); and prepare and present written reports.
11. Work with the Director and Staff to plan needed help from the Washington County Sentence to Service (STS) crews for each year's activities. Be on hand to help supervise their work. Scheduling should be submitted in October for the coming year.
12. Represent Gammelgården Museum, as appointed by the Director, at the meetings of the History Network of Washington Country (3-4 times a year) and other professional groups. This responsibility is shared with the Marketing/PR Manager and other staff.
13. Attend other professional meetings for volunteers as appropriate.
14. Develop other ways to foster friendship and a sense of common purpose with the volunteers and recognize their efforts.

As the Greeter-Receptionist, the individual in this role will provide high-quality customer service to visiting guests, volunteers, vendors, and staff. The person filling this role will be first impression visitors have of Gammelgården. It is expected that this person is courteous, professional, timely with customers and does so in a welcoming, efficient manner by:

1. Greeting and tracking the number of visitors to the museum.
2. Answering phone calls and internal emails.
3. Performing other administrative duties as assigned.

This position also provides service excellence to staff, who rely on the front desk to notify them of visitors' arrival and to answer visitors' questions. This position provides basic assistance and information related to various museum programs and resources.

MINIMUM QUALIFICATIONS

- Strong customer service practices and principles to represent Gammelgården in a courteous, friendly, helpful, and professional manner in person and over the phone.
- Skilled in computer software sufficient to recruit and schedule volunteers, respond to emails, and support museum staff with projects as needed (MS Word, Outlook, and Excel).
- Ability to set priorities, plan, and organize tasks.
- Ability to multi-task.
- Communication skills to quickly evaluate internal and external customer needs, and assist in answering customer and staff questions.

- Interpersonal skills and ability to tailor communication styles to the situation, and interact in a calm, thoughtful, and professional manner.
- Data entry skills sufficient to accurately enter information into Microsoft Word documents, spreadsheets, or databases.
- Ability to communicate in English sufficient to provide guidance and support to customers and staff.
- Ability to work successfully as a member of a team.
- Ability to monitor and adhere to building security requirements.

HELPFUL CHARACTERISTICS AND ATTITUDES

- Love of Gammelgården Museum and its mission to “Preserve, present and promote Swedish immigrant heritage.”
- Understanding that Gammelgården Museum is known internationally and nationally as a point of destination for tourists of all ages.
- Understanding that annual events are intended to be true to the Swedish culture for the guests (e.g., food, decorations, entertainment) and are a significant means of revenue for Gammelgården Museum.
- Be alert to ways to improve Gammelgården Museum’s programs, events, and facilities.
- Be recognized in the community as a person of leadership for Gammelgården Museum.
- Raise awareness of Gammelgården Museum in the community and beyond.
- Complement other Swedish heritage groups rather than compete with them and their mission and programs.

HOURS

The work week is 27 hours: 10-4 Wednesday through Saturdays, and 1-4 on Sundays from May-December, with limited hours during January-April, with about half being done at the museum (as the Greeter-Receptionist for periodic events and classes) and the other half remotely (to recruit and communicate with current and potential volunteers).

COMPENSATION

The salary of \$13,400 is paid over 12 months.
 The Social Security employers portion is paid by Gammelgården Museum.
 No health or retirement benefits are available.