**Volunteer Coordinator/Executive and Membership Assistant Job Description**

**Gammelgården Museum of Scandia**

**Position Description:** Volunteer Coordinator/Executive and Membership Assistant

**Reports to:** Executive Director of Gammelgården Museum of Scandia

**Compensation:**

* $20,880 for 40 weeks ($18 x 29 hours per week = $522 x 40 weeks)
* Employee discount in the Scandia Butik.
* The Social Security employers portion and Workman’s Compensation is paid by Gammelgården.
* No health or retirement benefits are available.
* Comp time is offered after major events when additional hours were worked.

**Summary:** The Volunteer Coordinator/Executive and Membership Assistant’s responsibilities include working and recruiting volunteers, assisting with events and classes, handling Board communication, managing the volunteer section of the website, assisting with membership efforts, and assisting the Executive Director.

**Key Responsibilities:**

***Volunteer Management***

* Recruit volunteers through various social media sites (Facebook and Instagram), websites (including SignUpGenius and VolunteerMatch), and printed publications.
* Train and oversee volunteers for the museum – including training tour guides, gardening help, greeters, maintenance help, mailings, and volunteers for the annual events (which includes set-up, serving food, and clean-up), and any other special events or other tasks as identified.
* Keep accurate annual records of volunteer hours for proper recognition at the annual volunteer recognition and thank you event in January.
* Keep accurate records for the required background checks for all volunteers including Board and Advokat members.
* Work with the Executive Director and staff to plan, recruit, and schedule volunteers for special major events:
	+ - Vinterfest (Last Saturday in January)
		- Season Opening Weekend (1st Saturday in May)
		- Midsommardagen (4th Saturday in June)
		- Spelmansstämman (3rd Saturday in August)
		- Running of the Meatballs/Taco Daze (1st Saturday after Labor Day)
		- Luciadagen (2nd Sunday in December)
* Create and oversee volunteer retention and incentive programs.
* Preside at the annual volunteer recognition and thank you open house. With the Executive Director and staff, make arrangements for the annual thank-you gifts, awards, and invitations to the event.
* Work together with the Executive Director, staff, and Board to promote Gammelgården Museum as a point of destination and choice for 10,500+ guests each year.

***Volunteer Management, Continued***

* Work with the Executive Director (or Marketing/PR Director, when hired) to prepare articles about volunteering and volunteerism for the Kul News, social media, and other PR as needed.
* Attend Gammelgården Museum Board meetings (4 per year); and prepare and present written reports.
* Work with the Executive 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 in conjunction with the Caretaker. Scheduling should be submitted in October for the coming year, and is done in partnership with the Executive Director and Caretaker.
* Represent Gammelgården Museum, as appointed by the Executive 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.
* Attend other professional meetings for volunteers as appropriate.
* Develop other ways to foster friendship and a sense of common purpose with the volunteers and recognize their efforts.

***Events and Classes***

* Work closely with the Executive Director to plan and carry out signature events (Vinterfest, Volunteer/Member Open House, Season Opening Day, Midsommardagen, Spelmansstämman, Taco Daze/Running of the Meatballs, Life Member Reception, and Luciadagen).
* Coordinate special tours or visits to the Museum.
* Assist, when needed, with classes held at the museum.
* Assist the Executive Director and/or the Marketing/PR Manager to develop materials related to events including external communication, printed event materials (e.g., invitations, signage, programs, nametags)

***Website Management***

* Manage the volunteer section of the website ensuring that all current SignUpGenius forms are linked to the website.

***Greeter-Receptionist***

* Welcome museum guests and answer their questions on days when there are no volunteers who are Greeters-Receptionists. (The Volunteer Coordinator aims to have the Greeter-Receptionist position filled by volunteers, but will do this role if volunteers are not available.)
* Answer the museum’s phone and route calls to the appropriate person.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included do not exclude them from the position if the work is similar, related, or a logical assignment to the position.

**Skills Needed:**

* 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.

**Skills**

* Data entry skills sufficient to accurately enter information into Microsoft Word documents, spreadsheets, or databases.
* Ability to communicate in English 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.

**Hours:**

The work week is 29 hours: 9:45-4:10 Wednesday through Saturdays, and 12:45-4:10 on Sundays from May-December.

During January, there is a lighter work schedule:

* The second full week: 3-day work week to clean up the 2024 holiday season decorations and prepare for the volunteer/member appreciation event, and Vinterfest.
* The third full week: 4-day work week to prepare for and assist with the volunteer/member appreciation event, January board meeting, and Vinterfest.
* The last week: 2-day work week to clean up from the previous week’s events and prepare for the building being closed for two months.

During February and March, there is no on-site museum work. Once a week, check email and respond accordingly.

During April, there is a modified work schedule:

* First week: 3 days.
* Second week: 3 days.
* Third week: 4 days.
* Fourth week: 5 days.

**Annual Review:**

Annual Review with Executive Director.