



## Job Posting Volunteer Services Manager Atlanta History Center

The Atlanta History Center is looking for a highly motivated and results-oriented professional to fill a full-time position, within the organization of **Volunteer Services Manager**.

This individual will oversee approximately 300 adult and teen volunteers and interns, and manage the coordination of all aspects of communication, placement, recognition, retention, and record keeping. Work within the Operations Department and collaborates extensively with all AHC departments to provide ongoing volunteer support while helping assess and implement future opportunities.

The successful candidate will be a strategic and innovative thinker, as well as a self-starter who demonstrates strong interpersonal, verbal, and written communications skills and energy, creative vision, and a sense of humor and charisma; has strong organizational and analytical ability, in addition to a positive attitude and human relations orientation; is goal-oriented and able to juggle multiple tasks simultaneously and meet myriad deadlines; and possesses a strong sense of personal and professional integrity with the ability to exercise authority and accept responsibility.

### **Responsibilities**

#### ***Recruitment***

- Build a dynamic volunteer and intern recruitment program through collaboration with academic and community organizations along with networking with area volunteer management groups to recruit interested and qualified parties for volunteer service
- Establish internship programs with local universities with a focus on diversity and inclusion.
- Review volunteer and intern applications and coordinate interviews, screening, and placement with appropriate staff
- Consult and work with Department lead to develop a plan to use volunteers where appropriate to meet department objectives.
- Recruit , train, and retain volunteers to meet priority needs identified in department plans

#### ***Program Coordination***

- Oversee department staff and volunteers working on administrative task; delegate; problem solve.
- Consult with departments and support them in scheduling and managing volunteers for special events; to include presence at monthly family programs and other events as requested by event coordinators
- Report monthly on the time, value, efficiency and effectiveness of volunteer contributions and the volunteer services department

- Conduct annual audit of volunteer services
- Develop and manage budgets

### ***Collaboration/ Recognition and Retention***

- Establish and maintain good working relationships with colleagues, donors, volunteers, senior managers, trustees, other museums and organizations with an emphasis on tact, diplomacy, flexibility, discernment, professionalism, and discretion
- Ongoing engagement with staff, volunteers, and interns to evaluate and improve the program; recommend necessary changes or adjustments to the volunteer program that will meet the institutional objectives and strategies related to the AHC mission
- Act as advocate for volunteerism and as a representative for the volunteers themselves.
- Manage and participate in the goals, objectives, and policies effecting volunteers
- Devise and implement an extensive volunteer recognition and feedback program
- Strategic planning and management of volunteer and intern recognition programs
- Maintain a database of volunteer workers and hours of work; prepare and present reports to department staff
- Other responsibilities as assigned

### **Qualifications**

- Bachelor's degree from an accredited college or university with a degree in Human Resources, Non-Profit Management, Psychology or related field
- Minimum two years' collective experience managing and supervising volunteers preferred
- Demonstrated communication skills, including effective speaking and writing skills
- Strong awareness and appreciation of diversity
- Must be comfortable interacting with the public and the ability to be sensitive and considerate to all people
- Driving Requirements: This position may require occasional driving, must possess a valid driving license.
- Uphold ethical standards and comply with all state and federal laws and company policies and procedures
- This position will require walking, sitting and standing for long periods of time

### ***Special Skills and Abilities:***

- Must possess excellent communication and writing skills
- Demonstrated public speaking and presentation skills
- Must be able to exercise good judgment and discretion always
- Multi-task oriented and must be comfortable working in a fast-paced work environment
- Interact with a high level of professionalism and be diplomatic in your approach to others.
- Ability to interface professionally with all levels of volunteers, employees and guests
- Ability to work a flexible schedule including some weekends, holidays and evenings as needed

- Computer skills including Microsoft Office, E-mail, Excel, and volunteer database (Volgistics).

**Background Check Requirements**

- Satisfactory criminal background check required

Application Deadline: November 17, 2017

Apply online: <http://www.atlantahistorycenter.com/careers>