

The University of Texas at San Antonio

Job Description

Job Title: Manager of Volunteer Services
Code: 18091
Salary Grade: 58
FLSA Status: Exempt
Department/Division: Institute of Texan Cultures
Reports To: Director Education & Interpretation ITC

Summary

- Function: To provide leadership, direction, coordination and managerial support for the volunteer and intern programs by assessing volunteer and intern needs of the ITC staff.
- Scope: Responsible for appropriately placing volunteers and interns in the positions best suited for their talents and ITC needs and serves as the a liaison between volunteers and paid staff.

Duties

- Typical:
 1. Develops, manages, and reviews volunteer and internship policies, procedures, and standards of volunteer and intern service, including plans for the ongoing recruitment, placement and evaluation of volunteers and interns.
 2. Maintains accurate records and provide timely statistical and activity reports on volunteer and internship participation on a regular basis.
 3. Recruits, interviews and places applicants for volunteer positions.
 4. Develop and maintain s museum-wide program that assesses the need for volunteer and/or intern assistance and ensures volunteers and/or interns are recruited to support the various areas of operations.
 5. Establishes relationships, through different kinds of contacts with local organizations, businesses, schools and universities, and programs that can serve as a recruitment pool from which ITC can recruit volunteers and interns.
 6. Plans, schedules and delivers orientation for new volunteers and provides in-service training opportunities for veteran docents, including maintaining an up-to date resource room.
 7. Schedules tour guides, including the Back 40, and volunteers for everyday museum needs, as well as special exhibits, programs and events and if necessary (scheduled tours) makes arrangements to cover absences.

8. Works closely with interpretive staff to ensure volunteers are trained to perform tour guide and interpreter needs.
9. Works closely with staff develop and administer an evaluation system for volunteers and a system and procedures for the dismissal of a volunteer.
10. Provides professional development and educational opportunities for the volunteers.
11. Develops and keeps an up-to-date volunteer manual for volunteer use that provides company information, expectations, scheduling procedures, and other information providing every volunteer a reference tool to use.
12. Researches the need and sustainability of a junior docent program.
13. Provides encouragement, assistance and support to volunteers and interacts with them on a daily basis including organizing a volunteer recognition programs and special events.
14. Keeps volunteers informed about the Institute and any information pertinent to the volunteers, through monthly meetings, emails, newsletters, phone calls, etc.
15. Works with Special Events staff to recruit, place, supervise and assess volunteers for the Asian and the Texas Folklife Festivals.
16. Performs other duties as assigned.

- Periodic:

1. Serves on committees as assigned and occasional travel for training.

Education

Required	Preferred
Bachelor's Degree from an accredited university in education, psychology, or other related field.	N/A

Other Requirements

Required	Preferred
Excellent verbal and written communication skills. Ability to manage many tasks simultaneously.	N/A
Ability to work effectively with individuals and groups from all areas of the community.	

Experience

Required	Preferred
Two years of experience functioning as a volunteer coordinator and/or supervising volunteers in a not for profit setting.	Three years as a volunteer coordinator with two years in management and/or supervision.

Equipment

Required	Possible
Knowledge of personal computers, Microsoft Office, and standard office equipment. Preferred: Microsoft Outlook	N/A

Working Conditions

Usual	Special
General office/exhibit floor conditions. Must be able to work extended hours within a varying schedule to include nights and weekends.	Seasonal weather conditions during Festivals.

Supervision

Received	Given
Director of Education and Interpretation	Volunteers and may supervise one full time administrative assistant.

Accuracy

Proficiency in all phases of the duties performed.
--

Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

This position requires that the incumbent be responsible for the execution of an effective system of internal controls which provides reasonable assurance that operations are effective and efficient, assets are safeguarded, financial information is reliable, and applicable laws, regulations, polices, and procedures are followed.
--