



KID Museum Manager of Volunteer Engagement

About KID Museum

KID Museum is the region's pioneering experiential museum and educational makerspace. We empower the next generation with the skills to invent the future. Through hands-on programming for kids and youth (ages 4-18), we challenge young people to be active makers, who harness their creativity, curiosity and compassion to build a better world. We design and deliver programs across the full continuum of learning for kids in pre-k through high school in partnership with educators and schools. Our onsite programs and community events encourage families to learn and explore together, engage kids in driving their own learning, and support educators in the classroom. We are deeply committed to equity, diversity, accessibility and inclusion, and prioritize reaching students underrepresented in STEM with transformative learning experiences that unlock opportunity for personal and economic growth.

Through partnerships with local public and independent schools, we support students and teachers in developing new skills and the "mind of a maker." This philosophy embodies the mindset that we believe is necessary for the next generation to successfully compete in an increasingly diverse, interconnected, and rapidly changing workforce. For more information, please visit www.kid-museum.org.

Position Overview

KID Museum is seeking a **Manager of Volunteer Engagement** to help develop, shape, lead and execute on the strategy of expanding our reach in serving kids and families through an increasing number of competent, passionate and engaged volunteers and interns. The Volunteer Engagement Manager will be primarily responsible for managing all aspects of our volunteer programs including recruitment and retention, coordination of training, assessing needs and scheduling, on-going support and communication as well as organization of volunteer/intern enrichment and events. This position will report to the Chief People and Culture Officer.

Occasionally, this position will require work on weekends and evenings, especially when volunteer events occur, support is needed, and training is held.

The successful candidate will have a Bachelor's degree with 3 - 5 years' work experience organizing and leading an effective, cross-organizational volunteering program related to adults

and/or youth in a community setting. Knowledge of operating in a non-profit or volunteer-related organization desirable as a manager with exceptional leadership, computer, and communication skills, which will be useful for managing the volunteer staff and volunteer resources to meet the organization's set goals and objectives. Prior experience assessing and managing risks related to volunteering, including safeguarding. Demonstrable experience building relationships with individuals, organizations, businesses and educational institutions. Ability to think strategically about volunteer linkages to development, programs and operational support. Experience planning and managing small events is a plus. Proficiency in Spanish is desired.

Essential Job Functions

Volunteer Program Management

- Develop and grow KID Museum's volunteer engagement with individuals, community groups, businesses, and educational institutions to align with our organizational goals.
- Manage the daily operations of the Volunteer Programs, including recruitment, training and scheduling of individual and group adult volunteers, mentors and interns.
- Develop and implement effective strategies to recruit volunteers with the right skills at the right time to match the interest of the organization.
- Assess volunteers for placement and conduct regular new volunteer orientation.
- Regularly assess the effectiveness and fit of volunteers and reassign volunteers as needed to maintain high engagement.
- Train staff to work effectively with volunteers on each program; ensure clarity for roles and responsibilities; and resolve any conflict or misunderstanding.
- Research and draft volunteer policies and procedures, including risk assessments.
- Design formal or informal activities to recognize the contributions of volunteers to the organization.
- Ensure that the welfare of volunteers is high, and perform administrative activities duties including those noted below.

Internship Program Management

- Recruit undergraduate and graduate level interns to meet the needs of the organization.
- Respond to internship requests; assess interests/skills of interns and match with appropriate staff or projects.
- Develop and manage a comprehensive orientation process for new interns.
- Engage in ongoing feedback and evaluation of the program as required.

Administration and Support

- Develop and provide orientations for prospective volunteers and assist with the development and implementation of training to engage our volunteers.
- Develop and maintain a systematic way to greet, cultivate, and support all volunteers.
- Develop and implement an enhanced volunteer recognition program to drive engagement and retention.
- Develop, organize, and manage all paperwork associated with volunteers.
- Produce, distribute, and be readily available to interpret data and stats related to volunteer engagement within KID Museum and how the data relates to organizational goals and impact.
- Create a system to manage schedules, volunteer rosters and maintain other volunteer information/tracking.

- Work closely with volunteers to create a schedule that works for everyone and ensures the right amount of volunteers and type of volunteers are available to engage and distribute duties too.
- Assess the budget for each program and ensure adequate resources are always available.
- Maintain an up-to-date database and use this information to monitor and evaluate activities; and write reports for funders and trustees.
- Successfully complete other duties as assigned.

Minimum Qualifications

- Excellent interpersonal, persuasive and oral and written communication skills.
- Strong ability to tactfully handle stressful situations, negotiate and resolve conflicts, maintain confidentiality, and respect and observe organizational protocol.
- Flexibility and ability to work with people from diverse backgrounds in a fast-paced, team-oriented environment.
- Effective time management and ability to adjust hours to accommodate the needs of the job.
- Excellent organizational skills and ability to prioritize tasks and work independently.
- Be knowledgeable of and incorporate best practices in volunteer management to maximize impact and engagement; continuously educate KID staff on best practices to drive for excellence in volunteer engagement.
- Proficient in computer applications such as Microsoft Office, Google Suite and volunteer management software.
- Ability to maintain a flexible work schedule and adjust as required by changing activities.

The successful candidate must be able to perform the above tasks independently, accurately, reliably, and in a timely manner. Compensation will be commensurate with experience. A comprehensive benefits package will also be included. Please send a cover letter and resume to careers@kid-museum.org for consideration.

Diversity, equity, accessibility and Inclusion are important, interdependent components of everyday life at KID Museum and are critical to our pursuit of excellence. KID Museum is an equal opportunity employer and does not discriminate against any employee or applicant for employment based on race, color, religion, national origin, age, gender, sex, ancestry, citizenship status, mental or physical disability, genetic information, sexual orientation, veteran status, or military status.