



Volunteer & Tour Coordinator

Department: Education

Reports to: Education & Outreach Manager

Classification: Full Time, Regular

Status: Exempt

Date Updated: January 2018

Basic Purpose

Responsible for the coordination, implementation, and evaluation of school and group tours at the Holland Museum, as well as the recruitment, training, and coordination of museum volunteers.

Responsibilities and Accountabilities

Volunteers

- Recruit, assign, and manage volunteers during tours, programs, and special events, as well as during all regular operational hours of the Holland Museum sites.
- Develop, maintain, and distribute relevant, thorough volunteer job descriptions.
- Maintain the volunteer database; track and reward volunteer service.
- Plan seasonal volunteer celebrations, regular volunteer meetings, trainings, and field trips, and actively develop new, creative ways to recognize volunteers.
- Facilitate ongoing, interactive volunteer trainings and volunteer evaluation in collaboration with the Education & Outreach Manager and other relevant department heads.
- Maintain a regular, friendly presence at the Holland Museum and the Cappon House/Settlers House sites and build positive relationships through daily interaction with volunteers.
- Manage volunteer line-items in the Education Department budget.
- Maintain and regularly update volunteer training materials, informational binders, and volunteer program promotional materials.
- Support a positive visitor experience by personally staffing volunteer positions when not filled by a volunteer.

School and Group Tours

- Coordinate group tour logistics, including meeting and checking in school and adult tour groups, overseeing all tour reservations with a customer-first mindset, invoicing and collecting payment, and collecting, maintaining, and reporting school and adult tour visitation numbers.
- As part of the Education Committee, assist in the development, implementation, and evaluation of engaging, interactive school tours and programs that align with state curriculum standards.
- Actively assist in the promotion of educational programs and group tours to schools, teachers, tour companies, and other organizations.

Public Programs, Exhibits, and Other Duties

- Assist in the development, implementation, and evaluation of dynamic public programs and community outreach initiatives as assigned.
- Actively assist in maintaining the upkeep of program spaces, exhibit galleries, and staff areas.
- Staff exhibit spaces (i.e. Spark!Lab) and historic houses as needed while contributing to a positive visitor experience and providing excellent customer service.
- As part of the Exhibits Committee, assist with the development, curation, installation, and de-installation of temporary exhibits.
- Other duties as requested or assigned.

Education and Experience

- A Bachelor's degree in museum studies, public history, education, history, or closely related field.
- A minimum of one year of work experience developing and implementing educational and public programs at a museum, cultural site, or similar educational setting.
- A minimum of one year of experience working closely with and/or managing volunteers.
- Experience working with children preferred.
- Proficiency in Spanish preferred.
- Valid driver's license required.

Job Knowledge, Skills, and Abilities

- Must be outgoing, with exceptional customer service skills and the ability to work with a diverse public and a diverse workforce.
- Creative and collaborative, with analytical and problem-solving skills.
- Ability to work effectively as a member of a highly energized, creative team.
- Ability to establish and maintain positive, effective relationships with a wide variety of people.
- A self-starter, with the ability to prioritize continually shifting tasks; reliable and able to follow tasks through to completion and meet tight deadlines.
- Outstanding written communication, including the ability to write effectively for a variety of ages and backgrounds.
- Excellent verbal communication, with a proven ability to communicate effectively in front of large and small groups of people.
- Knowledge of and commitment to museum best practices as established by the American Alliance of Museums.
- Ability to perform physical tasks (lift 30 lbs.) with physical mobility and ability to climb stairs.
- Demonstrated computer proficiency, including an excellent working knowledge of Microsoft Suite.
- Ability to work occasional weekends, holidays, and evenings as necessary.
- Ability to pass a background check.

To Apply

Submit cover letter, resume, and the names and contact information for three professional references to Connie Locker VerHulst, Education & Outreach Manager, at clocker@hollandmuseum.org.