

Volunteer Manager

Knock Knock Children's Museum
Baton Rouge, Louisiana
September 8 , 2017



Description:

Knock Knock Children's Museum is seeking a full-time Volunteer Manager to recruit, manage, and motivate volunteers. Reporting to the Operations Director, the Volunteer Manager will consult on and lead all volunteer functions throughout the museum. The candidate must be a natural leader, organized, diligent, and personable in order to build our public programs and retain hardworking volunteers. Most importantly, the Volunteer Manager must be passionate about Knock Knock's mission to be the community spark for high quality learning experiences through play for all children in the Capital Region, in particular, the increasing population of children growing up in under-resourced environments.

The successful candidate will relish the opportunity to lead and organize and grow a large group of enthusiastic and energetic volunteers. S/he will harness community support to promote the goodwill and positive momentum that demonstrates how Knock Knock is a vital and necessary educational resource as well as a family favorite destination for the Capital Region. In addition, the Volunteer Manager will be a part of the Operations and Visitor Experience leadership Team, helping to ensure a positive experience for all guests.

Responsibilities:

- Develop, promote, and maintain a wide range of volunteer opportunities within the organization;
- Recruit, select, place and train a diverse range of volunteers who represents the demographics of the Capital Region, including area neighborhoods;
- Works closely with Visitor Services Coordinator to ensure volunteers are staffed to support the various areas of operations, to include visitor service areas, exhibits and education. Assists special events, development, and marketing/communications as needed.
- Schedule all volunteer activities and ensure that activities align with organizational goals and objectives;
- Develop and manage volunteer policies, procedures, and standards of volunteer service;
- Continually improve the volunteer process and management by consulting staff observations and visitor feedback;
- Maintain accurate records and provide timely statistical and activity reports on volunteer participation;
- Develop metrics that demonstrate the Volunteer programs impacts;
- Provide status reports on a regular basis and when requested;
- Implement an organization-wide internship program supporting all departments;
- Support implementation of youth mentorship programming;
- Develop and maintain a volunteer recognition program;
- Provide support and guidance for volunteers throughout their time with Knock Knock.

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- Act as an integral part of the operations team, assisting with the day to day running of the museum.

Qualifications:

- Completed or in process of completing a Bachelor's Degree;
- 5 years of leadership and/or management experience (preferably with a non-profit, museum, or cultural institution);
- Experience in working with programs serving children birth to age 8 and their families;
- Proficient with record keeping, computers, and managing databases;
- Excels within a strength-based culture and is excited to join a nimble and talented team;
- Innovative thinker with a positive attitude and creative problem solving skills;
- Exceptional written and oral communication abilities in order to best communicate with volunteers and other Knock Knock team members;
- An ability to establish working relationships with board and committee members, colleagues, volunteers, and donors alike;
- Must be able to work some weekends and evenings.

About the Museum:

Knock Knock Children's Museum is an inclusive gathering place where families and children of all backgrounds and experiences will interact. The museum itself is an approximately 26,000 square foot facility currently under construction. Its prime location on 6.5 acres of existing parkland was selected to afford access to the diverse audiences within Baton Rouge, Louisiana's capital city.

Knock Knock Children's Museum is comprised of hands-on, interactive exhibits called "Learning Zones." Anchored in research and evidence based practices addressing all areas of development, the "Learning Zones" are designed to create teachable moments that will connect children's every day experiences to learning. The goal is to increase early literacy skills (reading, writing, listening, and speaking) while increasing knowledge and raising interest in STEM subjects and careers.

To Apply:

Please submit your cover letter, resume', and list of three to five references including email and phone number to: opportunities@knockknockmuseum.org ; please include the position title in your subject line. This position is open until filled.

Knock Knock Children's Museum is an Equal Opportunity Employer