

BUFFALO SOCIETY OF NATURAL SCIENCES POSITION DESCRIPTION
Volunteer and Human Resource Coordinator

*We inspire joyful exploration of science and nature through engaging experiences,
unique resources, and exceptional staff*

Department: Administration

Position Title: Volunteer and Human Resource Coordinator

Reports to: Director of Finance and Administration

Status: Full Time/Non-Exempt

Overview: At the Buffalo Society of Natural Sciences, we believe that science creates opportunities and shapes our world. We take pride in providing an environment that inspires curiosity, self-directed learning, and fun for our guests of all ages. We know that when you mix GREAT SERVICE with GREAT PEOPLE, the result is LASTING MEMORIES for our guests.

Summary of Position: The Volunteer and Human Resource Coordinator supports the human resource function of the Buffalo Society of Natural Sciences. They are responsible for building and maintaining a robust volunteer program for the Society and engaging, recruiting, training, supporting, and tracking a dedicated group of volunteers. This position will also support the Society's human resource function through administrative support and through the implementation of a comprehensive and sustainable employee engagement strategy with the goals of generating a positive internal culture, highly engaged employees, and low staff turnover. This position will be accountable for projects that result in a positive financial impact to the Society.

Essential Functions:

Volunteer Program

- Lead the volunteer program to support the Buffalo Museum of Science and Tiff Nature Preserve.
- Establish benchmarks and goals for diversifying volunteers in support of the Society's Strategic Plan; plan, execute, and evaluate strategies to achieve goals.
- Create, document, communicate, and implement volunteer policies, standards, and procedures for the organization; proactively update on a regular basis to reflect current BSNS needs and objectives.
- Work with colleagues throughout the organization to understand volunteer needs and develop accurate volunteer job descriptions.
- Collaborate with Society colleagues as necessary to recruit volunteers and highlight the benefits of the BSNS volunteer program through social channels and other external communications opportunities.
- Develop, document, and implement comprehensive new volunteer recruitment, onboarding, and orientation programs.

- Lead efforts to develop and implement training tools and processes as necessary to ensure that volunteers are well-prepared for each volunteer role; obtain guidance from colleagues across the Society as needed.
- Supervise volunteers and provide direction, coordination, and consultation for all volunteer functions within the Buffalo Museum of Science and Tiff Nature Preserve; serve as on-site volunteer contact for events and programs.
- Schedule volunteers for Society-wide events, programs, and initiatives, specifically “fests” and other multi-department experiences.
- Lead the development and implementation of a formal evaluation tool/process for volunteers; provide constructive feedback, as needed.
- Oversee the capture and management of all data that relates to volunteers and track against appropriate metrics to determine the program’s success and/or opportunities for improvement.
- Develop and manage an expense budget to support a robust volunteer program.
- Ensure that the volunteer program meets all legal and insurance requirements.
- Advocate within the organization for the needs of the Society’s volunteers.
- Foster a sense of community and ambassadorship among volunteers through regular social and learning opportunities as well as organization-wide events and celebrations.
- Serve as the centralized service for engaging interns across the Society. Serve as liaison between interns and the hiring department, manage paperwork and administrative requirements, and track participation and other necessary data.
- Develop and prepare oral and written reports and analysis to ensure colleagues throughout the Society remain apprised of volunteer program activities and plans.
- Work to instill in volunteers pride in association with BSNS, an understanding of our mission, and a passion for our programs and their impact.
- Invest in staying current on new developments and best practices of volunteer management.

Human Resources & Employee Engagement

- Support the human resource function and develop, implement, and maintain a comprehensive onboarding and orientation program for new staff.
- Assist with employee recruitment, maintain employee records, and provide administrative support to all employees.
- Complete administrative duties for the human resources function of the Society.
- Coordinate, author, and distribute monthly communications to staff and volunteers highlighting the Society’s activities.
- Establish benchmarks and goals for diversifying candidates in support of the Society’s Strategic Plan.
- Lead the development and implementation of initiatives to improve internal culture and employee engagement, including communication strategies, educational and/or celebratory events, and recognition programs.
- Develop and implement activities and opportunities for colleagues to demonstrate Society values.
- Advocate within the organization for an investment in employee engagement; pro-actively communicate opportunities/needs.

- Oversee budget for employee engagement activities.
- Coordinate and lead monthly all-staff meetings, new staff orientation, and periodic celebration gatherings.
- Stay current on new developments and best practices in the field of employee engagement.
- Complete administrative functions as necessary.
- Contribute to the success of a variety of organization-wide initiatives as required.

Education, Experience, Skills, and Qualities Required:

- A Bachelor's degree from an accredited college/university and at least two years related experience in personnel and volunteer management.
- At least one year of experience working in human resources.
- Demonstrated experience in: developing processes and protocols; building programmatic framework; recruiting and directly supervising volunteers; data capture and management; program coordination.
- Outstanding interpersonal skills and the ability to motivate and excite others.
- Strong sense of accountability; demonstrated commitment to meeting deadlines and deliverables.
- Ability to communicate effectively with colleagues from various backgrounds and at all levels throughout the organization.
- Excellent attention to detail and organizational skills.
- Ability to present information effectively and respond to questions from key leaders, donors, and the general public.
- Ability to see both big picture plan and discrete opportunities within the plan.
- Availability to work evenings and weekends, as necessary.
- Strong sense of professional discretion.

Physical Demands:

- Reading printed material and computer screens regularly
- Hearing and talking with people inside and outside the organization
- Moving around and between the Society's sites and program/partner locations
- Valid NYS driver's license

The Society's culture is one of collaboration, collegiality, and teamwork. The Volunteer and Human Resource Coordinator must have a desire to work in a mission-first and audience-centered culture following the Society's core values of service, curiosity, collaboration, integrity and inclusivity. The Volunteer and Human Resource Coordinator must intend to produce products and experiences of exceptionally high quality and to enjoy work and colleagues.

The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents in this position. This job description is not intended to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and work conditions of employees assigned to this job. Management has sole discretion to add or modify the duties of this position and designate other functions as essential at any point in time.

The salary range for this position is low-to-mid \$40,000, commensurate with experience.

Equal Opportunity Employer: At the Buffalo Society of Natural Sciences, we believe that to achieve the greatest potential in opportunity, innovation, and discovery, as well as to reach the highest level of effectiveness and well-informed decision making, diversity of experience and viewpoints is paramount. Further, as a mission-first organization that seeks to be a welcoming and welcomed resource for all in our community, the Society strives to reflect the great diversity of those living in western New York. We encourage applications from individuals of all backgrounds and life experience. The Buffalo Society of Natural Sciences is an Equal Opportunity Employer and does not discriminate based on race, color, religion, sex, national origin, age, disability, or genetic information.

Please send cover letter and resume to Resumes@GoldhawkHR.com