

BUFFALO SOCIETY OF NATURAL SCIENCES POSITION DESCRIPTION
Volunteer Coordinator

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

Department: Development

Position Title: Volunteer Coordinator

Reports to: Chief Development Officer

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 Coordinator supports the volunteer and intern functions of the Buffalo Society of Natural Sciences, which operates the Buffalo Museum of Science and Tifft Nature Preserve. They are responsible for the coordination and oversight of all aspects of the Society's volunteer program, including maintaining database records, conducting volunteer recruitment and onboarding, assisting with special events, and managing volunteer retention. This position will also provide administrative support as needed.

Responsibilities include:

- Lead the volunteer program to support the Buffalo Museum of Science and Tifft Nature Preserve.
- Create, document, communicate, and implement volunteer policies, standards, and procedures for the organization; proactively update on a regular basis to reflect current needs and objectives.
- Maintain accurate records in the Society's database and facilitate regular reporting.
- Develop, document, and implement comprehensive volunteer recruitment, onboarding, orientation, and training procedures.
- Coordinate volunteer assignments and serve as on-site contact for special events, programs, and initiatives.
- Develop and manage a budget to support a robust volunteer program.
- Ensure that the volunteer program meets all legal and insurance requirements.
- Manage the volunteer component of the Society's overall development plan.
- Plan and execute an annual Volunteer Appreciation Event and develop other volunteer social and learning opportunities.
- Serve as liaison between interns and the hiring department, manage paperwork and administrative requirements, and track participation and other necessary data.
- Facilitate and enhance communication between departments and volunteers.

- Establish benchmarks and goals for diversifying volunteers in support of the Society's Strategic Plan; plan, execute, and evaluate strategies to achieve goals.
- Lead the development and implementation of a formal evaluation tool/process for volunteers; provide constructive feedback, as needed.
- Contribute to a positive and engaging work atmosphere where volunteers feel supported and appreciated.
- Invest in staying current on new developments and best practices of volunteer management; suggest changes as needed
- Serve as backup to the Lead Phone Representative in answering or triaging incoming inquiries for the Society.
- Other duties as assigned or required.

Education, Experience, Skills, and Qualities Required:

Education/Experience

- Bachelor's degree or equivalent professional experience
- At least two years of experience in professional office setting and experience in volunteer management, development, or a related field preferred
- Proficiency in Microsoft Office. Proficiency in CRM databases preferred; familiarity with Blackbaud products, specifically Altru, a plus
- Demonstrated experience in: developing processes and protocols; building programmatic framework; recruiting and supervising volunteers; data capture and management; program coordination
- Ability to communicate effectively with colleagues from various backgrounds and at all levels throughout the organization
- Excellent attention to detail and strong interpersonal, oral, and written communication skills to work collaboratively and professionally with guests and with internal colleagues
- 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
- Familiarity with museums and/or nonprofits helpful

Additional Skills/Requirements

- Appreciation for science, education, and the natural environment
- Desire to work in a fast-paced, donor-centered development program, to enjoy work and colleagues, and to produce products and experiences of the highest quality
- Ability to motivate and excite others
- Strong sense of accountability; demonstrated commitment to meeting deadlines, deliverables, and financial goals
- 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
- Regular attendance is an essential function of the job
- This position requires in-office work and will not be eligible for a remote working arrangement
- Flexibility to work a varied schedule – position will require periodic evening and weekend work
- 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 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 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 for this position is \$40,000 along with a competitive benefits package.

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

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.