



Volunteer Coordinator

About the San Antonio Children's Museum

Since its founding in 1995, the Children's Museum has been the only museum in San Antonio that is entirely devoted to children under the age of 10. With three floors of interactive exhibits and a wide variety of early literacy, science, health and art offerings, the museum's vision is to develop innovative thinkers capable of meeting the challenges of the 21st century. We seek to provide high-quality programming and exhibits that encourage life-long learning and ensure our guests have ever-changing experiences with each visit.

The Museum is currently engaged in a strategic planning process to chart the course for the next 3-5 years. SACM is committed to becoming a city-wide resource in early childhood education, helping children develop essential foundational skills and encouraging children and families to connect in meaningful ways.

Position Overview

The Volunteer Coordinator is charged with elevating the SACM volunteer program by recruiting, training and developing a robust volunteer corps that will further the mission and vision of the Museum. Through his or her work, the Volunteer Coordinator will help ensure that SACM delivers premier learning opportunities and excellent customer service throughout the Museum. At the same time, s/he will oversee and cultivate a cadre of talented individuals who can become Museum ambassadors in the community.

S/he will have strong leadership skills, will be an innovator, and will take initiative to build a dynamic volunteer program that can yield a volunteer corps that the Museum can call upon to solidify learning objectives throughout the Museum, build awareness of the Museum within the community, and even help develop future talent for SACM's staffing needs.

Specifically, the Volunteer Coordinator will perform the following functions:

- Develop comprehensive recruitment strategy to ensure that we identify and recruit talented volunteers who will further our mission and vision
- Develop and implement effective selection process to include establishing specific criteria and interview tools to ensure effective placement
- Implement effective training mechanisms to ensure volunteers internalize SACM culture, performance standards, and exhibit and program-specific knowledge
- Develop and implement evaluation procedures to encourage growth of a talented team of volunteers, to develop early workforce skills among volunteers and to track and provide feedback on effectiveness
- Develop volunteer tracking mechanisms, including a database] to monitor volunteer deployment and performance

- Create internal systems to determine and communicate organizational need for volunteers throughout the year and to effectively deploy volunteer resources
- Consistently engage with and develop new relationships within the San Antonio community to yield high-quality volunteers and continuing volunteer engagements
- Consistently model the highest standards of guest service and visitor interaction on the museum floor

Candidate Qualifications

- Bachelor's Degree required
- Minimum of 3-5 years of volunteer management or other human resource development experience; the ideal candidate will have experience growing or starting a volunteer program
- Must enjoy working with people, especially young children and teenagers
- Must be energetic and enthusiastic and have a positive attitude
- Must be able to execute multiple job priorities simultaneously
- Must be attentive to detail
- Must be able to work a flexible schedule, including weekends and special events (General hours are Wed-Fri 8:30-12:30, Sat 8:30-5:30, Sun 11:30-4:30)
- Must have excellent organizational, interpersonal, written and oral communication skills
- A self-starter, who can work independently in addition to being a supportive team member
- Bilingual candidate preferred

How to Apply

Email resume and cover letter, including the contact information for three professional references, to resumes@sakids.org. Indicate position title in subject line.

The above statements are intended to describe the general nature of work performed by the Volunteer Coordinator. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of this position.

SACM is an equal opportunity employer.