Volunteer Coordinator

Department:	**Site Operations**
Reports to:	**Director of Site Operations**
Classification:	**Regular, Full-time**
FLSA Status:	**Non-exempt**
Evenings/Weekends/Holidays:	**Yes, as assigned by Management**
Pay Range:	**$17 - $22 per hour**

SUMMARY

The National D-Day Memorial is an outdoor facility, open seven (7) days per week. Weekend, evening, and holiday hours are required for this position. The Volunteer Coordinator supports the organizational mission by performing a variety of duties related to the success of overall operations. The primary role of the Volunteer Coordinator is to assist the Director of Site Operations with daily activities, in particular coordinating activities related to volunteer workers, as well as enhancing the visitor experience at the National D-Day Memorial. Other duties include but are not limited to ensuring valid entry into the Memorial; providing ticket sales and retail support as needed; and coordinating, scheduling and conducting tours for small and/or large groups. As assigned, the Volunteer Coordinator will serve as the staff lead to supervise overall management of the site in the absence of the Director of Site Operations. The Volunteer Coordinator must exhibit the ability to exercise sound judgment, work independently as well as with others, and offer flexibility regarding scheduling demands. All duties are to be performed in compliance with state and federal law, as well as the policies and procedures of the National D-Day Memorial Foundation. This position requires an on-site presence and is not suitable for telecommuting; however, some duties may allow occasional remote work as assigned and approved by Director of Site Operations.

To apply send a cover letter and resume to employment@dday.org.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assess the needs for routine volunteer services throughout the organization.
- Coordinate volunteer needs for special events, including site and program logistics.
- Actively recruit volunteers to meet the needs of the organization.
- Maintain accurate volunteer records and prepare statistical reports on extent, nature, and value of volunteer services.
- Manage the process for volunteer sign-ups, formulate rosters and volunteer work assignments, and maintain volunteer calendar to ensure scheduling accuracy.
- Prepare and maintain procedural manuals, training manuals and job descriptions for volunteers.
- Coordinate and complete volunteer orientation and training prior to assignment in specific departments.
- Perform annual assessments of volunteer tour guides and manage assessments of other volunteer positions.
- Manage all volunteer communications such as e-blasts, flyers, newsletters, birthday & holiday cards, etc.
- Serve as a guide on 1-2 tours per week and as necessary when volunteer guides are unavailable.
- Participate in both the preparation for and conduct of Memorial events, including set-up/tear-down/clean-up.
- Serve as site manager (includes management of site operations and troubleshooting) at least 1 weekend per month and as needed.
- Coordinate with the Director of Site Operations to assist in managing the daily activities associated with overall operations at the National D-Day Memorial.
- Perform or oversee performance of daily site operating procedures which include opening processes, providing relief for ticketing agent and gift shop attendant, verifying drawer counts, site closing processes, and delivering daily deposit to the bank, as needed.
- Ensure daily reports, and other appropriate documentation, are processed to facilitate accurate record keeping.
- Perform general office duties including, but not limited to, answering phones, routine correspondence, requesting office supplies, and general office organization.
- Assist in training site operations staff as requested by management.

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- Cross train and be able to perform the duties of ticketing agent and gift shop attendant as needed.
- Provide a superior level of service to ensure visitor satisfaction and encourage co-workers and volunteers to do the same.
- Follow, and assist in the enforcement of, site rules and regulations under the guidance of management.
- Perform duties associated with emergency or weather-related closures as assigned.
- Maintain a general knowledge of all systems located at the Memorial site to assist with troubleshooting as necessary.
- Assist in the maintenance of the Memorial grounds and perform a daily check to ensure the building and grounds are clean, neat, and safe for visitors, volunteers, and employees.
- Notify maintenance staff of any safety issues, maintenance issues, and if pool water effects are not operating or if there are foreign objects and debris, etc.
- Other duties as assigned by Foundation management.

OTHER REQUIREMENTS

This position requires the aptitude and willingness to perform the following in accordance with the policies and procedures of the National D-Day Memorial Foundation.

- Arrive to work on time and work as scheduled.
- Exhibit positive support for management decisions and objectives.
- Present a professional appearance, attitude, and demeanor at all times.
- Exhibit above average public relations and customer service skills.
- Exhibit the ability to operate and maintain a POS system.
- Work well with the general public.
- Maintain a positive relationship and work well with management, co-workers, and volunteers.
- Exhibit the ability to promote a positive work environment.
- Exhibit ability to accept responsibility for the care and safety of visitors, volunteers, and staff.
- Demonstrate an ability to exercise sound, independent judgment.
- Possess a proven track record for managing processes to set and achieve challenging goals.
- Demonstrate effective organizational and time management skills.
- Exhibit the ability to cross-train and work effectively in multiple environments.
- Be detail and deadline oriented with a strong work ethic.
- Be creative, highly motivated, outgoing, and team oriented.
- Demonstrate the ability to handle sensitive situations with diplomacy.
- Demonstrate the ability to work collaboratively with other departments.
- Demonstrate the ability to make common sense decisions.
- Exhibit strong and effective leadership and training skills.
- Multi-task and exhibit a high level of skill with problem resolution.
- Exhibit intermediate to superior computer skills with a thorough knowledge of Microsoft applications and the ability to learn other applications as duties require.
- Work weekday as well as weekend hours – some evenings and holidays as assigned by management.

SUPERVISORY RESPONSIBLILITES:

This position has no direct reports; however, supervisory responsibilities include assisting in the general oversight of Memorial operations; serving as staff lead in the absence of the DSO and ASM; volunteer oversight such as planning and assigning daily duties; as well as addressing complaints and resolving problems on a daily basis.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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EDUCATION and/or EXPERIENCE:
Associate's degree with at least one to three years related experience and/or training preferred; or equivalent combination of education and experience.

LANGUAGE SKILLS:
Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups, visitors, volunteers, or employees of organization.

MATHMATICAL SKILLS:
Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to interpret bar graphs.

REASONING ABILITY:
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS:
Valid Driver's License preferred
CPR, First Aid, and AED (or ability and willingness to be trained) preferred

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to walk or stand; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. In the event of an emergency the employee may be required to assist with weight in excess of 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The National D-Day Memorial is an outdoor facility. While performing the duties of this job, the employee is regularly exposed to outside weather conditions. Depending on the task or circumstance, the employee might be exposed to moving mechanical parts, fumes or airborne particles and vibration. The employee could occasionally be exposed to wet and/or humid conditions; moderately high, precarious places; toxic or caustic chemicals; and risk of electrical shock. The noise level in the work environment is usually quiet to moderate.