

## Program/Volunteer Coordinator Job Description

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<b>Title:</b>	Program/Volunteer Coordinator
<b>Reports to:</b>	Executive Director
<b>Supervises:</b>	Assigned Volunteers
<b>Status:</b>	Regular Employee Non-Exempt (25 hours per week)

### General Description:

The position of Program/Volunteer Coordinator exists to oversee educational/fundraising programming and volunteer coordination including the daily customer service for the museum and gift store; handle administrative tasks for tours, memberships, collections and volunteers; and to coordinate the volunteers of the organization.

This position is a 25-hour a week position. Wednesday through Friday, 10AM to 4PM; every other Saturday, 10AM to 4PM May through September. Occasionally may have some evening hours to support board meetings, programming and special events.

### Position Responsibilities:

1. Oversee front desk. **15%**
  - a. Ensure customer service to daily visitors.
    - i. Telephone. Answer the telephone and direct calls to the appropriate department.
    - ii. Greeting visitors.
    - iii. Sales of admission and museum store.
    - iv. Oversee thank you letters for memberships and donations letters.
  - b. Open and close the museum.
  - c. Open and close the village for tours.
2. Provide administrative support. **10%**
  - a. Correspond with schools to recruit and schedule tours.
  - b. Work with Director to create posters and flyers for events.
  - c. Maintain lists of activities, attendance numbers, etc. for the annual report.
  - d. Submit merchandise recommendation, order approved items conduct annual inventory.
3. Oversee the processing of new and renewal memberships; keep membership records up to date; prepare mailing lists and labels as needed. **10%**
4. Manage the volunteer program. **20%**
  - a. Tracking volunteer hours.
  - b. Scheduling volunteers, arranging training sessions.
  - c. Acknowledging their service.
5. Create Programs – research and create programs for the FCHM. Each program should contribute to fulfilling the organization’s mission. Larger programs may require a specific budget and timetable. These will be developed and submitted for approval. **25%**
6. Committees – Serve on the Programming Committees, Mission Driven and Fundraising. **15%**
  - a. Work with the volunteers to plan and implement annual program plan as well as specific programs.
  - b. Help the committee stay on track and within approved budget.
  - c. Keep the director informed on the committee’s work and any needs.
7. Other duties as assigned. **5%**

### Required Knowledge/Skills/Abilities

- Knowledge of customer relation management database, Past Perfect experience strongly desirable
- Knowledge of Microsoft Office programs, including Outlook, Word, and Excel
- Detail oriented and committed to meeting deadlines

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- Good interpersonal skills
- Works well independently and as part of a team
- Ability to adapt to shifting priorities and manage multiple deadlines
- Ability to problem-solve in a fast paced work environment
- Must enjoy working with the public and have a strong commitment to customer service
- Excellent organizational, written and verbal skills
- Interest in Freeborn County History
- Bachelor's degree in history, American studies or other related field a plus

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Freeborn County Historical Society is currently seeking a part time Program/Volunteer Coordinator to join its team providing programming to Albert Lea and surrounding communities!

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Freeborn County Historical Society is a non-profit that has been serving the area for more than 70 years. The mission of the Society to collect, preserve, and protect a record of Freeborn County and its people. To make this history known throughout the establishment and development of the Freeborn County Historical Museum, Library & Village and related archives, activities, and displays - for the benefit, education, and enjoyment of the citizens of Freeborn County and all who share an interest in history.

Working as a program/volunteer coordinator, oversee educational/fundraising programming and volunteer coordination within the organization. The role involves assessing and meeting the organizations volunteer needs through the recruitment, placement and retention of volunteers.