Volunteer & Intern Coordinator

New England Botanic Garden at Tower Hill, PO Box 598, Boylston MA, 01505, (508) 869-6111

<table>
<thead>
<tr>
<th>Direct Manager:</th>
<th>Director of Education</th>
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<tbody>
<tr>
<td>Department/Group:</td>
<td>Education</td>
</tr>
<tr>
<td>Job Category:</td>
<td>Non-Exempt, Permanent, Part-time</td>
</tr>
<tr>
<td>Location:</td>
<td>Boylston, MA</td>
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<tr>
<td>Travel Required:</td>
<td>Yes, local</td>
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<tr>
<td>Salary or Rate Range:</td>
<td>$19-21/hour</td>
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<tr>
<td>Apply at:</td>
<td><a href="https://nebg.isolvedhire.com/jobs/">https://nebg.isolvedhire.com/jobs/</a></td>
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New England Botanic Garden at Tower Hill believes diversity in nature promotes a healthy, vigorous garden. We believe that diversity among our staff promotes a healthy work environment and a vigorous organization. We recruit, employ, train, compensate and promote regardless of race, religion, color, national origin, sex, disability, age, veteran status, and other protected status as required by applicable law. We believe in diversity of race, gender identity, sexual orientation, religion, ethnicity, national origin, ability, and all the other traits that make us unique. New England is an equal opportunity employer.

NEBG at Tower Hill does not require its staff to be vaccinated for Covid-19, but we urge everyone to receive an updated dose which became available in September 2023 to protect themselves and each other.

The Volunteer and Intern Coordinator is expected to carry out the responsibilities of the job in ways that support NEBG at TH’s mission and to its commitment to creating a diverse and welcoming organization.

- Being welcoming to all staff and the public
- Be respectful of staff differences and preferences
- Use gender neutral communication styles
- Respect everyone’s pronouns
- Attend IDEA workshops and training sessions
- Make efforts to support a diverse work force.
- Develop and support a culture within the department that recognizes and supports NEBG at TH’s IDEA initiatives (Inclusivity, Diversity, Equity and Accessibility).

**Responsibilities**
- Interview and place new volunteer applicants.
- Onboard, train, and manage a volunteer base of over 300 active individuals.
- Work with Human Resources to onboard and maintain accurate documentation and paperwork for volunteers.
- Strategize ways to recruit new volunteers and maintain current volunteers on a regular basis.
- Provide ongoing support and guidance for volunteers including hosting weekly office hours, trainings, and other educational activities.

Rev 11.8.2023
Volunteer & Intern Coordinator

- Regularly update and maintain docent training manual and train new and current docents on latest Garden information.
- Work interdepartmentally to post and maintain volunteer schedules on a regular basis.
- Track and maintain volunteer records and report and record on volunteer metrics including number of active volunteers and hours worked.
- Coordinate with each department to assess volunteer needs, gather feedback, and assist with volunteer engagement opportunities.
- Develop and maintain a yearly calendar of volunteer engagement opportunities including classes, appreciation events, and gatherings.
- Continuously explore and pilot new volunteer engagement opportunities.
- Host annual volunteer events and awards.
- Develop and deliver a summer intern learning program that includes professional development, trainings, field trips, and other learning opportunities.
- Work with the Director of Education to develop, manage, and track yearly volunteer & intern budget.

Leadership and Interpersonal Relations
- Ability to manage, train, and support volunteers and interns on an individual basis and as a group.
- Ability to create a welcoming learning, working, and social environment for volunteers.
- Ability to build working relationships and deal tactfully with a diverse community of volunteers, community partners, visitors, and staff while exercising cultural literacy and inclusion.
- Ability to collaborate, communicate effectively, and follow up with other departments to onboard volunteers and plan intern and volunteer sessions, trainings, and events. Ability to give and receive feedback and cooperate with staff to solve problems.
- Ability to work independently or as a part of a team to achieve personal and shared goals.
- Ability to maintain a positive attitude and be an ambassador for New England Botanic Garden.

Qualifications
- Demonstrable experience prioritizing workflow to meet deadlines and appropriately managing time and schedules.
- Demonstrated ability to coordinate and execute multiple projects at the same time.
- Ability to use clear, effective written and spoken communication.
- Adaptable and flexible; can shift gears comfortably and embrace change.

Schedule
The Volunteer & Intern Coordinator is an hourly, part-time position and is non-exempt from overtime. The standard work schedule for this position is 25 hours per week. Occasional nights and weekends may be required.

Education and Experience
- High school diploma or GED.
- Two or more years of customer service, supervisory, or other relevant job experience.
- One or more years of professional experience working with or managing volunteers.
- Experience with volunteer management practices and software a plus.
- Experience with Microsoft Office suite, Microsoft Teams, Google Suite, and web-based customer/donor relationship management (CRM) tools a plus.
- Excellent record keeping, organization, and planning skills.
- Aptitude for learning new software systems.
- Ability to compile and report data and track program performance.

Rev 11.8.2023
Volunteer & Intern Coordinator

Physical Demands / Working Conditions:
- Must be able to lift 25 pounds.
- Must be able to stand, and walk for extended periods of time and to navigate uneven grounds and stairs evenly.
- Must be able to work with appropriate computer and communications equipment.

Note: Duties described above, other duties and physical demands have been identified as essential functions as required by the Americans with Disabilities Act.

Safety
- Works with an awareness of surroundings and vigilant to any possible threat to the safety of staff and the public, or to NEBG at TH property. Ensures all concerns are reported promptly.
- Reports all accidents and injuries immediately to an immediate supervisor and/or Chief Financial & Operations Officer, or designee.
- Complies with provisions of the current Employee Handbook, the Volunteer Manual, all published personnel policies, and the requirements of the job description.