

# Volunteer & Intern Coordinator

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

<b>Direct Manager:</b>	Director of Education		
<b>Department/Group:</b>	Education	<b>Job Category:</b>	Non-Exempt, Permanent, Part-time
<b>Location:</b>	Boylston, MA	<b>Travel Required:</b>	Yes, local
<b>Salary or Rate Range:</b>	\$19.34-\$20.60/hour	<b>Apply at:</b>	<a href="https://bit.ly/nebg-jobs">https://bit.ly/nebg-jobs</a>

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

## Position Overview

Under the direction of the Director of Education, the Volunteer & Intern Coordinator oversees all aspects of the Garden's volunteer and intern programs. The Volunteer & Intern Coordinator is responsible for hiring, training, and onboarding of volunteers, and the creation and oversight of an intern learning program and curriculum for interns in multiple departments. The ideal candidate is highly organized and has experience working with volunteers, customer service experience, and/or program or people management. 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.

## Responsibilities

- Interview and place new volunteer applicants.
- Onboard, train, and manage a volunteer database of over 300 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.
- 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.

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- 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 for interns in multiple departments.
- 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.

### Education and Experience

- High school diploma or GED.
- Two or more years of customer service, supervisory, or other relevant job experience; experience in a museum or similar setting preferred.
- One or more years of professional experience working with or managing volunteers preferred.
- 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.

### Physical Demands / Working Conditions:

- Must be able to lift 25 pounds.
- Must be able to stand and walk for an hour at a time and navigate uneven grounds and stairs evenly.
- Must be able to work outside as necessary for more than one hour.
- Must be able to use standard office 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

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- Works with an awareness of surroundings and vigilant to any possible threat to the safety of staff and the public, or to NEBG 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.