



VOLUNTEER & ADMINISTRATIVE COORDINATOR

The Owls Head Transportation Museum has an opening for a full time Volunteer & Administrative Coordinator. This position reports to the Executive Director and is responsible for a wide range of administrative areas that affect the daily operations and activities of program staff. The individual serving in this capacity will oversee the following primary functions:

- Office management and executive support - 50% (20 hrs)
- Recruitment and management of the OHTM Volunteer Program - 40% (16 hrs)
- Coordination of facility rental - 10% (4 hrs)

Located in the Museum's front office, the Volunteer & Administrative Coordinator will primarily provide administrative support to the Executive Director in addition to reception duties that support guest services, including visitor check-in, gift store sales and answering a multi-line phone system. This role performs the equally critical function of managing the Museum's long-standing volunteer program, including all activities related to recruitment, orientation, targeted recognition and ongoing supervision and scheduling.

DUTIES & RESPONSIBILITIES

- **Office Management**
 - Provide administrative support to Executive Director, as needed
 - Reception duties, including visitor check-in and triage of multiple phone lines
 - Follow up on general phone calls and emails, as appropriate
 - Disseminate incoming mail to the appropriate staff
 - Order office supplies to ensure consistent stocking of necessities
 - Ensure that the front office as a whole is kept tidy at all times
 - Manage the budget relating to office spending
 - Manage an online postage account and coordinate flow of large mailings
 - Take and distribute minutes for weekly staff meetings
- **OHTM Volunteer Program**
 - Recruit, orient, train, supervise, retain and recognize volunteers
 - Communicate regularly with volunteers on-site and via email and phone
 - Schedule volunteers for weekly coverage of workshops, admissions desk coverage, admin projects and events
 - Maintain and deliver a volunteer orientation program
 - Coordinate resources for ongoing training needs of existing volunteers
 - Maintain a user-friendly tracking system for volunteer hours and activities
 - Work closely with Executive Director and program staff to identify ways for volunteers to support ongoing projects and forecast scheduling needs
 - Manage budget of volunteer program



- Plan an annual volunteer banquet every May
- **Coordination of Facility Rentals**
 - Coordinate with technical and maintenance staff prior to rentals about client audio/visual needs, room setup, arrival/departure times, etc.
 - Coordinate a list of available rental spaces with size/capacity, optional floor plans and rates, as determined by the Executive Director
 - Manage all client requests related to facility rentals, from initial inquiry and facility booking to billing and satisfaction follow-up
 - Complete contracts for all facility rentals and maintain a shared filing system
 - Collect deposits and balances related to facility rentals
 - Coordinate with client vendors, as necessary (i.e. caterers, bands, etc)
 - Schedule and facilitate site tours for potential clients
 - Maintain shared calendars to coordinate rentals and internal meetings
 - Coordinate with marketing staff to advertise rental program externally, list related information on the website and plan strategy for engagement
 - Coordinate with creative staff to create signage and visuals, as requested
 - Maintain a shared client spreadsheet
 - Communicate with staff in advance about upcoming facility rentals

EDUCATION & EXPERIENCE

- **Minimum Requirements:**
 - Associate's degree in Business, Communications or related field
 - 1-2 years experience managing an office serving 10+ employees
- **Preferred Requirements:**
 - Bachelor's degree in business, communications or related field
 - 1-2 years experience coordinating volunteer activities with a nonprofit
 - Experience in the tourism industry, museum admissions or event planning

ADDITIONAL QUALIFICATIONS & REQUIREMENTS

- Regular weekly schedule of Monday-Friday from 8:30-5pm
- Commitment to a flexible, nontraditional event schedule, including approximately 14 weekend days, primarily between May and October
- Ability to work comfortably in a high energy, open office environment
- Advanced written and verbal communication skills
- Proficient in Microsoft Office Suite and Google applications
- Excellent time management, organization and prioritization skills

Interested applicants should apply with a cover letter and resume to info@ohm.org.