

Position: Education Programs Coordinator, Volunteer Programs
Department: Education
Reports To: Director of Education Programs
Status: Full-Time, Non-Exempt

JOB DESCRIPTION:

A key member of the Education team, the Education Programs Coordinator, supports school programs, public programs, and volunteer programs at Descanso Gardens. Under the direction of the Director of Education Programs, the Education Programs Coordinator focuses on volunteer programs including volunteer recruitment, retention, evaluation and recognition. This position is highly visible, working directly with schools, visitors, and volunteers of Descanso Gardens in addition to working with internal and contracted team members.

JOB CLASSIFICATION:

This is a full-time (40-hour/week) non-exempt position and may include evening and/or weekend hours, depending on the needs of the organization. At the time of hire, the agreed-upon schedule is Tuesday through Saturday, 7:30 am – 4:00 pm. The Education Programs Coordinator is provided two ten-minute rest break and a 30-minute unpaid meal break daily.

DUTIES AND RESPONSIBILITIES include but are not limited to:

Essential Functions, under the direction of the Director of Education Programs

- Oversees content development, logistics, facilitation and implementation of programs, with a focus on volunteer programs.
- Coordinates volunteer recruitment cycle communication to applicants; interviews, orientations and trainings, and placement.
- Coordinates volunteer program events such as orientations and trainings, recognition and appreciation events, ongoing trainings, and other volunteer activities.
- Oversees logistics for volunteer-related meeting and events.
- Prepares reports and statistical analysis of Volunteer Programs
- Interfaces with Descanso staff who work with volunteers.
- Maintains Volgistics, the volunteer database and VICS, the online Volunteer Information Center.
- Provides on-site program staffing as required. Roles may include facilitating workshops and programs, leading school tours, checking in program participants, answering visitor questions.
- Responsible for completing contracts, grounds reservations, set-up and work-order requests, class and event registration, and rosters.
- Interfaces with outside contractors and internal staff to ensure excellent visitor experiences at programs.
- Participates in program evaluation, interpretive planning, and strategic planning for Education Programs.
- Responds to Education program inquiries by phone, email, and other modes of communication.
- Maintains department calendar, including school programs and public programs.
- Responsible for inventory, ordering, and maintenance of tools, equipment, supplies used within the Education programs.
- Produces routine reports, manuals, correspondence; responds to inquiries or complaints from members, the public, staff, or vendors; processes routine requests for payments in a timely manner.
- Other duties as assigned.

EQUIPMENT USED and PHYSICAL DEMANDS:

- Computer, phone, calculator, copier, printer, hand-held (two-way) radio, sound system, projectors, golf cart.
- Must be physically able to walk to various locations within the Gardens, which are not accessible via motor vehicle, and must be able and willing to work outside in all weather conditions.
- This position occasionally requires lifting of up to 15 pounds.

QUALIFICATIONS AND REQUIREMENTS:

- College degree or comparable experience in education, science, or related field required.
- 2 years' experience in education, entertainment, or volunteer-related environment required.
- 1 year experience in a museum or non-profit setting preferred.
- 1 year experience supervising/coordinating volunteers preferred.
- Flexible schedule including weekends and/or occasional nights is required.
- Excellent communication skills, including presentation skills.
- Highly developed organizational skills, ability to conceive and implement events from inception to completion.
- Ability to respond flexibly and well in a dynamic work environment.
- High degree of discretion and sense of appropriateness. Ability to manage volunteer files, including agreements and payment information, responsibly and respectfully.
- Other critical attributes include a high degree of warmth, strong interpersonal communication skills, and a well-developed sense of humor. It is essential that the candidate supports inclusion, diversity, equity, and access goals and has the flexibility and philosophical orientation to function effectively with staff, team members, students, teachers, parents, and volunteers.
- Intermediate knowledge of Microsoft Office, Gmail, Google calendar, and Zoom required. Experience with Volgistics and Altru/Blackbaud is highly desirable but not required.
- Basic knowledge of business processes such as accounts receivables accounts payables.
- Good working knowledge of computers and familiarity with general office equipment.
- A valid CA Driver's License is required.
- Bilingual (English/Spanish) preferred, but not required.

COMPENSATION: Up to \$20 per hour

To apply: Interested parties may apply by submitting an MS Word or PDF Letter of Interest and Resume to jobs@descansogardens.org with **EDVPFT2204** in the subject line. Only those applicants meeting the minimum requirements and submitting all required information may be contacted for further inquiry. We will accept resumes until the position is filled.

No phone calls, please.

Descanso Gardens Guild Inc. acknowledges that equal opportunity for all persons is a fundamental human value. Each employee and applicant will be considered on the basis of individual ability and merit, without regard to race, color, religion, age, sex, sexual orientation, gender identity, gender expression, pregnancy, national origin, marital status, physical disability, mental disability, medical condition, genetic information, protected military or veteran status, or any other characteristics.