

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

JOB DESCRIPTION:

The Education team at Descanso Gardens includes volunteer programs, school programs, public programs, and partnerships and community engagement at Descanso Gardens. Under the direction of the Director of Education and Public Programs, and with the support of the Education Programs Manager, the Education Programs Coordinator, Volunteer Programs is a key member of the education team, focusing on volunteer program development, recruitment, onboarding, placement, 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 breaks 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 development, logistics, and implementation of volunteer programs.
- Coordinates volunteer recruitment cycle, including: interviews; orientations/trainings; and placement.
- Manages communication with volunteers by phone, email, in person, and any other modes.
- Plans and executes volunteer program events such as orientations, trainings, meetings, recognition and appreciation events, and other activities for or about volunteers.
- Interfaces with Descanso staff who work with volunteers.
- Maintains Volgistics, the volunteer database, and VICS, the online Volunteer Information Center.
- Prepares routine reports manuals, and statistical analysis of Volunteer Programs.
- Interfaces with contractors and staff to ensure excellent visitor experiences at programs.
- Provides on-site program staffing as required. Roles may include facilitating workshops and programs, leading school tours, checking in program participants, answering visitor questions.
- Participates in program evaluation, interpretive planning, and strategic planning for all Education Programs.
- Responds to inquiries, comments, or complaints from members and guests, staff, or vendors.
- Processes routine requests for payments in a timely manner.
- Helps complete contracts, grounds reservations, set-up and work-order requests, class and event registration, and rosters.
- Supports department calendar maintenance, including school programs and public programs.
- Assists with the ordering and maintenance of supplies used within the Education programs.
- 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:

- 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 of all ages preferred.
- A valid CA Driver's License is required.
- Flexible schedule including weekends and/or occasional nights is required.
- Excellent written and oral communication skills, including presentation skills.
- Highly developed organizational skills, including 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.
- A well-developed degree of warmth and sense of humor.
- A demonstrated commitment to inclusion, diversity, equity, and access goals.
- The flexibility and philosophical orientation to function effectively with staff, 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.
- Bilingual preferred, but not required.

COMPENSATION: Up to \$22 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 **EDU2203** 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.