



JOB TITLE: Volunteer Coordinator

Department: Guest Experience

Reports to: Director of Guest Experience

FLSA Classification: Non-exempt

Location: Olbrich Botanical Gardens, 3330 Atwood Avenue, Madison, WI

Employee Status/Hours: Regular Full-time, 40 hours per week, primarily Sunday-Thursday or Tuesday-Saturday, 8 AM – 4:30 PM; however some evenings required based on needs and programming.

Compensation: \$50,000-\$60,000

Benefits: OBS offers a competitive benefit package including: paid vacation, holidays, floating holidays, and personal time; health (OBS pays 100% of employee's health premium, 50% for dependents), dental and vision insurance; and life and disability insurance. Employees also have access to paid parental leave, and are eligible to participate in OBS's retirement plan with a generous employer match after one year of service.

Background

Olbrich Botanical Gardens is home to 16 acres of outdoor display gardens, a 10,000 square foot tropical conservatory, and a LEED Platinum Learning Center. The award-winning outdoor gardens include 10 unique specialty gardens. Indoors, the tropical Bolz Conservatory exhibits an extraordinary collection of exotic plants and orchids complemented by colorful birds and koi. Olbrich is committed to a culture of sustainability and education so that everyone - including future generations - can experience and learn about the fascinating world of plants and gardens. Olbrich Botanical Gardens is operated through a public/private partnership between the City of Madison and OBS, the non-profit organization that raises over \$3 million each year to support the daily operation of the Gardens.

The gardens grow through volunteers. Volunteers contribute their time and talents to nearly every aspect of Olbrich Botanical Gardens. On average, there are 600 annual volunteers who contribute over 25,000 hours. Volunteers enjoy their time at Olbrich Botanical Gardens, with a retention rate of 90%. Every day of the week, there are volunteers working both behind the scenes and up front, providing valuable guest services. In addition, volunteers are one of our strongest financial supporters of the Gardens. Volunteers are a part of the Olbrich family.

Olbrich Botanical Gardens aspires to be a destination where all visitors, volunteers, and staff are valued and feel they belong. With conscious intent and continuous learning, Olbrich Botanical Gardens' staff, volunteers, and board will address barriers to inclusion through education, operational changes, and partnerships with the community.

Position Summary

Under the supervision of the Director of Guest Experience, the Volunteer Coordinator is responsible for the development, coordination, implementation, and evaluation of volunteer services, programs and opportunities at the Gardens. The Volunteer Coordinator recruits, orients, schedules, and deploys volunteers as requested by Olbrich Gardens' staff. Day-to-day supervision and job training in specific tasks are provided by the individual staff who requested the volunteer assistance. The Volunteer Coordinator supports individual staff— particularly as it relates to volunteer supervision. The individual in this position must be extremely well-versed with the work of Olbrich Botanical Gardens' staff in their many work areas and must also be familiar with community outreach resources in order to recruit and place new volunteers appropriately. In addition, the individual in this position must be able to interact with Olbrich customers/guests and to problem-solve issues/complaints, especially on assigned weekend days when staffing levels are lower and visitor levels are high.

Essential Duties and Responsibilities

- **Program Planning and Administration (20%)**
 - Annually develop volunteer program goals and objectives.
 - Continually assess staff needs for volunteer assistance of designated work
 - Create and maintain volunteer position descriptions
 - Coordinate volunteer schedules in conjunction with staff supervisors
 - Maintain an up-to-date Volunteer Handbook and program operating policies
 - Manage the Volunteer Program budget for Olbrich Botanical Society

- **Recruiting, Interviewing, and Screening Volunteers (20%)**
 - Plan recruitment strategies, develop materials, and manage ongoing recruitment efforts
 - Conduct interviews with prospective volunteers to assess their abilities and interests
 - Screen candidates and assign them to job positions where they can be most successful
 - Facilitate placement of community group volunteers, such as student and corporate groups
 - Identify and implement strategies to recruit new audiences for volunteer positions

- **Orientation, Training, and Supervision (20%)**
 - Conduct the standard volunteer orientation for all new volunteers- add in other specifics as needed depending on each individual program area
 - Provide staff development opportunities on effective volunteer supervision
 - Coordinate and oversee the use of community service volunteers
 - Handle indirect supervision, supporting staff to whom volunteers are assigned
 - Be a liaison, available to all volunteers and staff, as back-up in “chain of command”
 - Counsel staff on providing constructive feedback to volunteers; if volunteers are unable to perform their assignments adequately, either redirect them to a different assignment or end their tenure to Olbrich.

- **Recordkeeping, Reporting, and Program Evaluation (20%)**
 - Maintain up-to-date volunteer records containing volunteer contact information, emergency contact information, and hours volunteered. Manage volunteer information in volunteer management software, prepare reports, and provide data to staff

- Keep volunteers informed of current programs, updates, and changes at Olbrich Botanical Gardens through regular email newsletters, site postings, on-site bulletin boards, and other methods as needed
 - Provide public information on volunteer opportunities at the Gardens and cooperate in community efforts to recruit volunteers.
 - Attend staff meetings and represent the interests of the volunteer program in order to meet established goals and objectives.
- **Motivation and Recognition (10%)**
 - Coach staff supervisors to motivate, appreciate, and be a role model for volunteers through ongoing volunteer motivation and appreciation
 - Plan and conduct a recognition system and recognition activities such as the annual recognition event, field trips, and continuing education opportunities
 - Develop strategies for volunteer retention such as volunteer “career ladders”
- **Other Responsibilities (10%)**
 - Assist with guest experience and lobby needs
 - Work with Olbrich Botanical Society staff on fundraising events
 - Assist with Olbrich Botanical Garden programs as needed

Qualifications

Working Knowledge of - Community volunteer resources and related volunteer programs. Group dynamics and human psychology principles and techniques. Botanical garden operations and related activities. Appropriate role(s) of a volunteer program within a local government program. Working knowledge of and ability to use computer software applicable to the duties of the position.

Planning and Administration Skills - Ability to plan, organize, and prioritize volunteer efforts that meet the overall needs and mission of the Garden. Ability to develop and manage all elements of a volunteer services program, including: effectively recruiting, assigning, orienting, training, motivating, and evaluating a large, diverse crew of volunteers. Ability to schedule volunteers based on staff needs and maintain adequate attendance. Ability to maintain records and prepare reports.

Communication Skills - Ability to communicate effectively orally and in writing. Ability to use computer hardware and software applications applicable to the work. Ability to deliver orientation and training to volunteers and staff. Ability to maintain records and prepare reports.

Interpersonal and Supervision Skills - Ability to work effectively with persons of all ages and backgrounds in meeting program objectives. Ability to successfully work with multicultural communities. Ability to match volunteer skills/interests with Olbrich needs based on insights gained through meeting with prospective volunteers. Ability to supervise, provide constructive feedback, coach, motivate, and manage conflict. Ability to maintain effective working and

customer relations with staff, service groups, relevant boards and committees, and others as required. Ability to participate in team activities and provide constructive feedback as part of the team(s) assembled for various Olbrich Gardens' events and activities. Ability to maintain a positive attitude and can-do work environment

Training and Experience

- Three years of responsible work experience involving the coordination of volunteers or administration of a volunteer program that includes recruiting, training and coordinating volunteers.
- High school degree or equivalent and completion of at least one year of relevant post-high school education or college.
- A bachelor's degree from an accredited college or university in a field such as business administration, management, human resources, museum studies, or a related field may be substituted for the experience requirements.
- Experience desired using a volunteer management software program or ability to quickly learn a new system.

Work Environment and Physical Requirements

The work environment and job specifications listed below are representative of those that must be met by an employee, with or without accommodations, to successfully perform the essential functions of this job.

- Ability to navigate the entire grounds for purposes of volunteer orientations, interviews, and to communicate with staff.
- Ability to work in public spaces such as the Gardens' lobby with demanding situations including: high guest traffic, no-show volunteers, technology malfunctions, and moderate noise levels.
- Ability to sit for extended periods of time.

Supervision received (level and type)

- This position supervises volunteers, but does not supervise any staff.
- This position reports to the Director of Guest Experience.

How to Apply

Please send a detailed resume, cover letter, and completed [OBS Application Form](#) to:

Sara Capadona, *Human Resource Specialist*

Email: scapadona@cityofmadison.com

By mail:

Olbrich Botanical Gardens

Attn: Sara Capadona

3330 Atwood Ave, Madison, WI 53704

Olbrich Botanical Society is an equal opportunity employer.

The Organization has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Organization reserves the right to change this position description and/or assign tasks for the employee to perform, as the Organization may deem appropriate.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.