



VOLUNTEER COORDINATOR & GUEST RECEPTIONIST

Job Description:

As a part-time employee of Buffalo Niagara Heritage Village, you will be on the front lines providing historic mission related education and recreation opportunities to the public. You will be making a positive impact on the quality of life in the Buffalo Niagara community while growing needed volunteers to support and preserve a 35-acre historic village with a farmstead and 11 historic buildings and a large museum with 10 major exhibits and over 40,000 artifacts. We are currently seeking a motivated candidate to help fulfill our mission:

“To preserve and interpret the story of Buffalo Niagara for the people of today and the community of tomorrow.”

This position reports to the Director of Events & Concessions (DEC)

Job Purpose: To serve as the frontline face of BNHV by greeting visitors in a friendly and positive manner. The Coordinator will efficiently facilitate sales and transactions; and correctly answer inquires for information about exhibits, collections, volunteerism, programs and events. The Coordinator will grow and support a robust volunteer team to become a major resource and driving force in the growth of our educational campus.

Guest Receptionist Responsibilities:

- Informs visitors upon arrival the admission rates, what to expect during their stay (which buildings are open or closed, activities of the day, exhibit highlights and map of the grounds.)
- Keep records of admissions demographics and museum store sales. Produce monthly reports.
- Manage voicemail recordings.
- Manage the day-to-day operations of the informational calls. Redirects appropriately to specific staff members.
- Processes event and program registrations.
- Supports bulk mailing and daily mail processing.
- Coordinate Special Event volunteers with Events Coordinator
- Assist school tour guides when necessary
- Evening and weekend hours required for special events, exhibit openings, other museum functions, and museum late nights.
- Performs other duties as assigned

Volunteer Coordinator

- Coordinate volunteers: build and maintain relationships with our volunteers.
- Assist in the recruiting, screening, interviewing and training of new volunteers, including background checks.
- Create a volunteer outreach and recruiting plan also, identify community outreach opportunities such as fairs, festivals, local markets and community organizations.
- Develop a robust stewardship campaign to maintain and grow volunteers.
- Develop, promote, and maintain a wide range of volunteer opportunities within the organization.

- Survey staff regularly to assess needs for volunteer assistance
- Ensure volunteers are staffed to support the various areas of operations, including visitor service areas, exhibits and education, special events, living history, development, and marketing/communications.
- Attend the Special Events Committee and Education Committee meetings.
- Conduct and/or arrange for volunteer orientation and training
- Schedule all volunteer activity, including docents for school tours.
- Handle telephone, voicemail, written, and e-mail inquiries for information
- Conduct post-visit calls to track successes and identify problems so that relationships are maintained and system improvements are made
- Develop and manage volunteer policies, procedures, and standards of volunteer service.
- Assess visitor feedback received through comment forms
- Organize and participate in volunteer recognition programs and special events.
- Maintain accurate records and provide timely statistical and activity reports on volunteer assignments and hours.
- Must be willing to work flexible hours and weekends

Qualifications

- Bachelor's degree or combination of related education and experience. Minimum 2 years of proven experience and documented success in customer service, education or related field
- Leadership ability with exemplary interpersonal, verbal, listening and written communication skills is a necessity.
- A salesperson and promoter; networks effectively and establishes long-term relationships with the community.
- Ability to work successfully on teams, to strive for optimum results, to resolve conflict, and to promote cooperation, commitment, momentum and pride.
- Intermediate level proficiency with MS Office software, including Word, Excel, PowerPoint, and Publisher. Fundraising software including Past Perfect and In Design knowledge is desired.
- Social media familiarity is highly desirable.
- This position will involve local travel.

Application Requirements:

- Send a cover letter, a resume, and three references to hschmidt@bnhv.org.

Specifications:

- Application deadline: Open until filled
- Work Schedule: Part-time, (minimal 24 hours per week) hourly position
 - W 9:30am-4:30pm
 - Th 12noon-8pm / 1pm-9pm
 - F 9:30am-4:30pm
 - S 12noon-4:30pm
 - Weekend and evening special events and programs
- Valid driver's license required as well as ability to drive.
- Background check will be required
- Compensation: Rate will be determined by experience and qualifications.

Buffalo Niagara Heritage Village provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws.