



VOLUNTEER MANAGER

The Buffalo Zoo seeks a dynamic and driven individual to serve as our **Volunteer Manager**. The ideal candidate will possess the skills and experience to lead an extensive group of volunteers into the future. We seek someone who has excellent team leadership and communication skills as well as extensive knowledge of volunteer management and recognition. This individual will work closely with the Zoo team on continuing to develop and implement a bright future for the Buffalo Zoo.

Overview of Position:

Under the supervision of the Director of Education, the Volunteer Manager is primarily responsible for supervising and coordinating the recruitment, training, and the assignments of the docent volunteers and the general volunteers at the Buffalo Zoo. In addition, this position is responsible for the recruitment and initial screening of interns. This is a hands-on position in a fast-paced environment of a growing organization.

Essential Functions:

- Primary accountability for specific functions and results. The list of essential functions is not exhaustive and may be supplemented or changed as necessary.
- Supervises and recruits new docents, general volunteers, and interns through an effective recruitment strategy including but not limited to development of brochures, written advertisements and coordination of information sessions.
- Assists members of Docent Council in the interview and acceptance of candidates for docent training.
- Implements, coordinates and acts as trainer for annual docent training sessions.
- Coordinates assignment of docents and general volunteers as requested to supplement staffing needs for education department programs, special events, and other relevant departmental assignments.
- Attends monthly Docent Council Meetings and serves as a liaison between docent group and staff/administration.
- Hires, orients, coordinates placement and provides performance counseling sessions as necessary to general volunteers.
- Informs the Director of Education of relevant docent/volunteer issues and facilitates the resolution of any staff-volunteer related issues.
- Keeps abreast of current informational resources in the field of volunteer coordination and recommends changes which may increase the effectiveness of the volunteer programs.
- Publishes a quarterly general volunteer newsletter in order to inform group of organizational news, current events and advertise volunteer position openings.
- Plans and implements all aspects of the annual Volunteer Recognition Dinner.
- Maintains a docent/volunteer database in order to facilitate scheduling and placement.
- Provides husbandry for Education Department animal collection as needed.
- Performs administrative and other duties as assigned by the Director of Education.

Position Qualifications:

To perform at a proficient level and be fully qualified, a person would be expected to have:

Education (Minimum Needed)

- Bachelor's degree in Business (Human Resources concentration, preferred), Education, or Zoo-related science or an Associates degree with equivalent experience.

Experience:

- Minimum one-year experience with a volunteer organization and issues surrounding the coordination of the organization.
- Animal knowledge or experience (preferred).

Special Skills:

- Working knowledge of personal computers and software applications.
- Ability to communicate effectively and supervise in a manner conducive to full performance and high morale.

Other:

- May be required to work evenings, weekends, and holidays.
- Proof of negative tuberculosis test results upon hire.
- TB Test conducted annually.
- Must possess or be able to obtain within 30-days of employment a valid New York State driver's license and have an average or better driving record based on the evaluation process of our insurance company. Retention of position is contingent upon maintaining required license. Must upgrade to classification appropriate to requirements (non-CDLC or CDL class).

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand; walk; use hands; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. Use computer hardware and software for extended periods of time (repetitive motion). Sitting for long periods of time. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Benefits / How to Apply

This is a full-time, non-exempt position (hourly). Salary commensurate with experience. Benefits available include health plan, life insurance, dental, vision, 403B retirement plan, annual leave time, holiday time, and sick time benefits. Benefits are available after the successful completion of an introductory probation period of 60 days of work.

The Buffalo Zoo is an At Will employer and all Buffalo Zoo employees are subject to employment eligibility and background security checks as well as testing for illegal substance use as allowed by law.

Please submit resume and cover letter (no phone calls please) by March 31, 2021 to:
buffalozoojobs@buffalozoo.org

Equal Opportunity Employer