



VOLUNTEER MANAGER

Overview of Position

Working in conjunction with and under the supervision of the Director of Education and Community Partnerships, the Volunteer Manager will develop and implement strategies to recruit, retain and align the docents and volunteers to help advance the Buffalo Zoo's mission, vision, and core values. 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.
- Establishes and maintains relationships with various Buffalo Zoo teams in order to identify needs and projects that can be supported by volunteers.
- Assists members of Docent Council in the interview and acceptance of candidates for docent training.
- Implements, coordinates and acts as trainer for bi-annual docent training sessions and annual animal handling trainings.
- Develops, revises and updates Docent training materials, fact sheets, and volunteer policies and procedures.
- 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, quarterly Docent General 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 and Community Partnerships 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.
- Contributes to, with the help of the Docent Council, a general volunteer newsletter in order to inform group of organizational news, current events and advertise volunteer position openings.
- Plans and implements all aspects of volunteer appreciation and recognition programs and events.
- Maintains a docent/volunteer database in order to facilitate scheduling, placement and reporting.
- Provides husbandry for Education Department animal collection as needed.
- Performs administrative and other duties as assigned by the Director of Education and Community Partnerships.

Position Qualifications

To perform at a proficient level and be fully qualified, the preferred qualifications are listed below:

Education (Minimum Needed)

- Bachelor's or Associates degree and experience working with volunteers in a non-profit setting.

Experience:

- Minimum two-years' 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:

- Must have the ability to work flexible hours. Regular schedule Tuesday- Saturday. May be required to work evenings, weekends, and holidays as necessary.
- Willingness to travel to regional and local events as needed.
- Successful completion of a post-offer pre-employment general medical screen and drug test.
- Successful completion of a post-offer pre-employment background check.
- Must provide proof of negative TB test at 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.

Compensation / Benefits / How to Apply

This is a full-time, non-exempt hourly position. Rate of pay is \$22.00 per hour. Some of the benefits available include health plan, life insurance, long term disability insurance, HSA/HRA/FSA, dental, vision, 403B retirement plan, annual leave time, holiday time, and sick time. Benefits are available after the successful completion of an introductory probation period review at 60 days of work. Sick time available upon hire.

To apply, please send resume and cover letter in **Word document or PDF** by email to: loday@buffalozoo.org by October 28, 2022. No telephone calls please. For more information about the Buffalo Zoo, please visit our website by the following link: <http://www.buffalozoo.org>

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.

Equal Opportunity Employer