Position Available

Title: Volunteer Services Coordinator
Reports To: Volunteer Services and Organization Engagement Manager,
Pay Type: Full-Time, Regular, Non-Exempt, 35 hrs/week
Salary: Commensurate with Experience and Education
Benefits: Group Medical and Dental Insurance, Life and Long Term Disability, Insurance, Retirement Plan, Flexible Spending Plans, Paid Time Off, Reserve Time Off, Holiday Pay, Museum Membership and Discounts
Work Schedule: Monday – Friday, 9am – 5pm
Work Location: Montrose building, a non-smoking facility

Summary

Each year, more than 1,000 people contribute to the cultural vibrancy of this great city by donating their time to the MFAH as volunteers. Men and women of different backgrounds, from high school students to retirees, help the Museum to meet its goal of bringing art into the lives of people throughout Houston’s communities. At the MFAH, volunteer opportunities encompass a broad range of abilities and interests. Options include leading tours of the Museum galleries, helping in the gift shop, assisting with clerical duties, greeting guests, and facilitating children’s art projects.

The Volunteer Services department is responsible for coordinating all volunteer activities, working as a conduit and liaison between MFAH departments and our volunteers. Most importantly, the department works to ensure we provide pleasurable, meaningful, and mission focused opportunities for those who volunteer.

The Volunteer Services Coordinator with work closely and directly with the Volunteer Services manager as follows:

Responsibilities:

• Works with MFAH departments to coordinate volunteer projects both within and outside of the museum, and assists with supervision of volunteers assigned to those projects
• Motivates, encourages and recognizes volunteers through publications, special events, rewards or other appropriate methods
• Works directly with Volunteer Services Manager, Membership Department to plan and execute the MFAH Holiday Party each December
• Assists Volunteer Services Manager with the organization of National Volunteer Week activities, including a large-scale volunteer appreciation event and awards presentation
• Assists Volunteer Services Manager by conducting orientation sessions for prospective volunteers
• Actively and continuously supporting the efforts to grow, diversify and advance an impactful volunteerism program at MFAH
• Enters, maintains and retrieves data from database files to maintain integrity of the database and to produce reports and letters including recording of volunteer hours and volunteer usage/participation
• Answers phone, follows up by obtaining, and sending requested information.
• Types and edits correspondence, memos, reports, agendas, etc. Drafts routine correspondence

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MFA The Museum of Fine Arts, Houston

- Maintains record keeping system for volunteers and volunteer job opportunities, etc.
- In conjunction with Volunteer Manager, monitors the recruitment of needed volunteers for projects/events in a timely manner, supervises volunteers at events, and makes sure they are thanked properly after the project/event
- Maintains close working relationship with the Guild, the museum’s volunteer support group, including guidance and support of its and museum’s goals
- Works closely with the Volunteer Services Manager to assist the Guild with coordinating their Fall and Holiday Coffees, Annual Spring Luncheon, and various private receptions and lectures throughout the year
- Maintains RSVP lists for Guild events. Receives and applies payments for trips as needed
- Other duties as assigned

Skills, Knowledge and Abilities:
- Strong organizational skills, meticulous attention to detail and follow-through
- Good clerical skills (typing, computer, word processing, record keeping)
- Strong data base management skills preferred.
- Excellent communication and interpersonal skills for contact with different public audiences
- Must be customer-service focused and driven
- Positive, sense of humor and ability to remain calm under pressure
- Flexible schedule with ability to work outside of “normal” workday as needed

Education and Experience:
- Associate or Bachelor's degree in related field OR an equivalent combination of experience and education from which comparable and demonstrable knowledge, skills and abilities have been achieved.
- Related experience would include volunteer programs, customer service or high end hospitality roles.
- Two (2) or more years of administrative experience
- Event coordinating and public relations and/or knowledge of social media and multimedia platforms experience a plus

How to Apply:
Send resume to Human Resources, Job 20-100VOL, via email: jobs@mfah.org or apply at http://mfah.org/about/careers

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