

Position: Volunteer Coordinator

Irish Cultural Center (ICC) and McClelland Library, Phoenix, Arizona

General Description: The Volunteer and Visitor Coordinator recruits, trains, and supervises all volunteers and docents for the Irish Cultural Center (ICC) and McClelland Library (ML). The incumbent provides direction, coordination, and consultation for all volunteer functions within the ICC/MIL to:

- Strengthen public and private programs
- Involve a community of supporters as described in the duties outlined below
- Advance the mission of the organization while enhancing the visitor experience at the Center

Essential Functions**Volunteer Program**

Recruit, select, train, schedule, supervise and evaluate all volunteers and docents for the center and library; coordinate annual recognition activities

Visitor Experience

Coordinate the docent program in the traditional Irish cottage; coordinate the receptionist functions for the organization and the Visitor Center

Tours and Education

Schedule and coordinate tours, group tours, the Culture Pass Program and educational visits; collaborate with staff on exhibits and maintaining/updating tour materials

Special Events

Recruit, schedule and supervise all volunteers for center events

Development and Outreach

Promote and support various fundraising projects/programs including the Annual Anam Cara Awards Gala, bricks and stones, raffles, membership campaigns; coordinate outreach tables and speaker's bureau with volunteers

Administrative

Assist and backup with daily administrative tasks related to rentals, events, activities and overall operations

Minimum Qualifications

- 1-2 years of related experience in a cultural center, museum, or other non-profit organization with a large volunteer base; managing volunteer programs, leading teams and/or organizations.
- Knowledge of supervisory principles and evaluation techniques related to programs that involve a cadre of volunteers.
- Excellent verbal and written communications; ability to listen and to communicate effectively, thoroughly, and accurately, and to build trusting relationships.
- Public speaking ability and comfortable demeanor in front of crowds required.
- Strong time management; able to thrive in and enjoy working in a fast-paced work environment; manage multiple events/projects, simultaneously. Ability to work productively in an unstructured environment with frequent interruptions

Skills and Capabilities

- Proficiency in using Microsoft Office (Word, PowerPoint, Excel), Google calendar and strong technical skills required and other computer applications such as scheduling, POS and CRMs.
- Record keeping skills (for recruiting, scheduling, tracking, reporting and marketing)
- Organizational and planning skills
- Accountability: meets established expectations, takes responsibility for achieving results & encourages others to do the same.

- Engage others by gathering multiple views and being open to diverse perspectives, focusing on a shared purpose that puts the Irish Cultural Center and McClelland Library's overall success first. Works well with public and must be a team player.
- Demonstrated capability to conduct one's self in a calm and professional demeanor when dealing with the public and/or with difficult situations
- Ability to effectively manage a wide array of tasks, projects, and responsibilities

Time Commitment

- Hours are generally Tuesday through Saturday, 9:30am - 3:30pm to start
- Must be available for special events and training at other times in the evening and weekends with a willingness to adjust hours to accommodate the needs of the public
- Must attend regular staff and event committee meetings

To Apply

Send cover letter and resume to the following address:

info@azirish.org

Sorry, no phone calls or emails requesting additional information will be possible; questions will be answered during interviews.

Deadline: Open until filled.

First posted: 2/28/18

For more information, visit:

www.azirish.org