



IOLANI PALACE

Post Office Box 2259 Honolulu, HI 96804-2259 Telephone (808) 522-0822 FAX (808) 532-1051

Volunteer Coordinator

Reports to: Director of Guest Services
Supervises: Iolani Palace Docents, Guardians and Greeters
Status: Part-Time (32 hours/ week)

SUMMARY OF POSITION:

The Volunteer Coordinator reports to the Director of Guest Services and is responsible for supervising volunteers and provides direction, coordination, and consultation for all volunteer functions within Iolani Palace.

- Strengthen Iolani Palace recruitment program.
- Coordinator is responsible for scheduling all tours for Iolani Palace.

Coordinator manages the Volunteer Office while working in an unstructured environment with numerous interruptions throughout the day.

Key Responsibilities:

Managing Volunteer Management Software database

- Working within Volunteer Management Software to schedule shifts and communicate with volunteers.
- Maintain accurate records and provide timely static and activity reports on volunteer participation.
- Track volunteer hours, create monthly and annual reports.
- Work with Department Managers to evaluate volunteer scheduling needs and set up schedules accordingly.

Provide ongoing support and guidance for volunteers

- Point of contact for communications.
- Work proactively with Department Managers to provide accurate information and assistance to the volunteers.
- Screening of potential volunteers via phone, email, or in-person.

Recruit, interview and place applicants for volunteer work

- Participation in volunteer recruitment fairs, events and engage with the community at large as needed to recruit volunteers.
- Regularly scheduled onboarding, training of volunteers, and disciplinary.
- Connect regularly with volunteers personally to build and maintain a positive culture that reflects the values of Iolani Palace.
- Conduct and/or arrange for orientation and training.

- Responsible for scheduling volunteers for daily, special and annual events, supervises, and retention of all volunteers (docents, guardians, greeters and interns).

Create and distribute various communications and publications

- Author and send quarterly, “volunteer newsletter”.
- Send e-cards to volunteer for “birthday, get well and missing you”.
- Facilitate distribution of information relevant to volunteers

Assist with other projects and managers as needed

- Work with the Director of Guest Services to organize and participate in volunteer recognition programs and special events.
- Must become a certified Palace docent to lead tours as needed.
- Provide guidance to visitors in the event of an emergency.
- Perform other duties as required

Qualifications:

- Bachelor degree is a plus (but not require)
- One year experience in management and coordinating projects and volunteers (unpaid and paid).
- Experience as a volunteer coordinator is strongly desired.
- Ability to have empathy with volunteers and an understanding of their needs.
- Ability to inspire and motivate others.
- Ability to work independently.
- Excellent interpersonal skills and the ability to work with a diverse range of people spanning age ranges and cultures.
- Strong project management skills with attention to detail, including planning decision-making, and flexibility.
- Strong facilitative leadership skills and interpersonal skills.
- Excellent written and verbal communication skills.
- Working knowledge of word-processing, database and spreadsheet programs.
- **Must be sensitive to Hawaiian cultural issues.**

Please submit your resume and cover letter to Cindy Ascencio via email at volunteer@iolanipalace.org **no later than Friday, May 24 2019 at 5pm.**