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 statically 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 are 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.