



POSITION AVAILABLE

VOLUNTEER PROGRAM COORDINATOR

Basic Purpose and Responsibilities:

Working in conjunction with and under the supervision of the Director of Conservation Education and Learning Engagement, the **Volunteer Program Coordinator** will develop and implement strategies to recruit, retain and align the docents and volunteers to help advance the Buffalo Zoo's mission. The Volunteer Program Coordinator is primarily responsible for supervising and coordinating the recruitment, training, and the assignments of all volunteers at the Buffalo Zoo. This role currently supports over 350 volunteers including a dedicated group of 93 docents (education volunteers), over 200 event volunteers, 20-30 corporate and community volunteer groups, and 20 youth volunteers. In addition, this position is responsible for the recruitment, screening and onboarding of approximately 100 interns annually in a variety of departments. The successful candidate will have strong interpersonal, technical and organization skills.

How to Apply

To apply, please send Resume and Cover Letter in **Word document or PDF using subject line: Volunteer Program Coordinator** by email to: buffalozoojobs@buffalozoo.org

No telephone calls please. Position open until filled.

For more information about the Buffalo Zoo, please visit our website by using the following link:
<http://www.buffalozoo.org>

Compensation and Benefits

This is a full-time, non-exempt hourly position. Salary range is **\$22.50-24.00 per hour** (commensurate with experience).

Full-Time benefits available include health plan, HSA/HRA, FSA, life insurance, long term disability, dental, vision, 403B retirement plan, annual leave time, holiday time, and sick time. Benefits are available the month following the successful completion and passing of an introductory probation period review at 60 days of work (sick time available upon hire).

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.

- Recruits, orients, onboards, and coordinates volunteer placement, and provides performance assessments of volunteers. This includes providing volunteer expectations, rules, proper onsite conduct, and other Zoo related policies.
- Establishes and maintains relationships with various Buffalo Zoo teams in order to identify needs and projects that can be supported by volunteers, and to keep other teams informed of volunteer events.
- Works with advancement team to recruit new docents, event volunteers, youth volunteers and interns through an effective recruitment strategy including but not limited to development of brochures, written advertisements, and coordination of information sessions.
- Assists members of Docent Council in the interview and acceptance of candidates for docent training.
- Plans, facilitates, and evaluates volunteer and intern orientations and docent trainings.

- Develops, revises, and updates training materials, factsheets, docent newsletter articles, and volunteer policies and procedures.
- Coordinates assignment of docents, youth volunteers, and event volunteers as requested to supplement staffing needs for education department programs, special events, and other relevant assignments.
- Coordinates and attends monthly evening Docent Council Meetings, quarterly Saturday Docent General Meetings and serves as a liaison between docent group and staff/administration.
- Collaborates with internal and external stakeholders to coordinate placement, onboarding, and evaluation of internship program.
- Supervises youth volunteers at all times while they are on the Zoo's campus.
- Serves as onsite coordinator for individuals and volunteer groups for special events to welcome volunteers, provide instructions, and address concerns that may arise.
- Informs the Director of Conservation Education and Learning Engagement of relevant docent/volunteer issues and facilitates the resolution of any staff-volunteer related concerns.
- Keeps abreast of current informational resources in the field of volunteer coordination and recommends changes which may increase the effectiveness of the volunteer programs.
- Ensures timely and accurate verbal and electronic connections with volunteers, education staff, and other Zoo departments.
- Plans and implements all aspects of volunteer appreciation and recognition programs and events.
- Works with Director of Conservation Education and Learning Engagement to assess volunteer satisfaction, deepen engagement, and improve effectiveness of volunteer-related communication, onboarding, and training programs.
- Maintains an electronic database and accurate individual records of all docents, volunteers, and interns in order to facilitate scheduling, placement and reporting. The recordkeeping responsibilities include keeping current information on all volunteers - their names, address, phone number information, emergency contact information, tracking individual volunteer hours etc.
- Assists with education programs and husbandry for Education Department's ambassador animal collection and as needed.
- Must deliver exceptional customer service by engaging with guests/program participants on a regular basis to create a friendly, memorable and positive experience. Ability to respond to common inquiries, requests, or complaints from guests/volunteers/staff in a kind and courteous manner.
- Ability to effectively promote the organization.
- Verbal and written ability to communicate with Zoo staff, all volunteers, and the public. Able to interact positively with a variety of individuals from varied socioeconomically backgrounds frequently.
- Interact with courtesy, professionalism, and respect to staff, volunteers, and guests consistent with the organization's mission and core values.
- Adhere to all Buffalo Zoo policies and procedures. Performs administrative and other duties as assigned by the Director of Conservation Education and Learning Engagement and/or Education Manager.

Position Qualifications

To perform at a proficient level and be fully qualified, a person would be expected to have:

Education (Minimum Desired):

- Bachelors or Associates Degree.

Experience (Minimum Desired):

- Two years' experience coordinating volunteers in a non-profit setting and/or experience facilitating training/education for youth and adult learners.

Skills:

- Strong verbal and written communication skills; an effective listener.
- Excellent relationship-building and interpersonal skills.
- Ability to work on multiple projects and responsibilities concurrently.

- Ability to create and maintain good working relationships across the organization and with community partners.
- Attention to detail; excellent organizational and time management skills.
- Ability to exercise tact and uphold confidentiality and privacy.
- Knowledge of zoology (preferred).
- Proficiency in Volgistics software (preferred)

Other:

- Must support Buffalo Zoo's Vision, Mission and Core Values.
- Regular schedule Tuesday- Saturday. Must be able and willing to work a flexible schedule including weekdays, weekends, holidays, evenings, Zoo special and private events (relating to volunteer coordination), and overtime as necessary. Willingness to travel to regional and local events as needed.
- 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).
- 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 understand the requirements, essential functions, and duties of the position as per the job description and certify such by signing the job description prior to first day of work.
- Must be able to operate a computer, two-way radio, telephone system, and software on computer, printer, etc. after training.
- Must be willing to comply with department's Personal Protective Equipment (PPE) policies and procedures.
- Must provide proof of negative TB test at hire (test results within the last 12 months). TB test conducted annually.
- Regular attendance and punctuality are essential functions of the position.

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.

- Employee may be exposed to a variety of weather conditions or temperatures. Work may be required both indoors and outdoors in various weather and temperature conditions, ranging from rain, wind, snow, cool to cold weather, and extreme heat and humidity. The noise level in the work environment is usually moderate.
- 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, crawl, climb, and talk or hear. Use computer hardware and software for periodic periods of time. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.
- Employee is exposed to the environment around animal exhibits and animal holding areas, and may be working around animal excrement, smells, and other debris. The ability to follow animal safety protocols, and treat the animals with care, respect, and dignity is paramount.

The duties listed above are intended only as an illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Equal Opportunity Employer

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.