

Volunteer Program Coordinator

Filoli is a 654-acre historic site of the National Trust for Historic Preservation, located on the San Francisco Bay Peninsula near Woodside, CA, and one of the finest remaining country estates of the early 20th century. As a team member here, you will be able to connect rich history with a vibrant future through beauty, nature and shared stories. You have the opportunity to preserve, build upon and share the wonder of this place.

In our daily interaction with guests, we envision a time when all people honor nature, value unique experiences and appreciate beauty in everyday life. You will also actively play a part in creating a vibrant future through our 2019-2023 Strategic Plan. Embedding the core principles of Diversity & Inclusivity, Sustainability and Organizational Excellence into each pillar of the plan, we are focusing on five main pillars of our organization: People & Culture, Fundraising & Financial Strength, Infrastructure Investments, Visibility & Branding and Engagement & Education. We welcome and appreciate your contributions to Filoli.

SUMMARY

The Volunteer Program Coordinator oversees the Volunteer Program and its purpose to amplify the Filoli mission by supporting the staff's critical efforts to preserve, welcome, and inspire. It is critical that volunteer activities are focused, prioritized, and aligned with the needs and goals of the organization.

Filoli recently completed a comprehensive assessment of the Volunteer Program that resulted in more streamlined administration of the program, ensuring the primacy of the Filoli guest experience in driving volunteer efforts, and creating new volunteer opportunities to engage the broader community. The Filoli Volunteer Program offers greater flexibility to allow a variety of levels of participation, with volunteer assignments centered on preservation and care of its historic museum object collection and its world-renowned plant collections.

The Volunteer Program Coordinator will oversee a tiered program with multiple points of entry and engagement as well as opportunities for camaraderie and community-building, including the development of occasional or episodic volunteer workday events. The Coordinator is the primary contact for all volunteers as well as staff working with volunteers and ensures the successful recruitment, selection, placement, training and evaluation of volunteers. Additionally, this position ensures volunteers are appreciated and acknowledged for their work through systematic distribution of benefits.

Filoli is deeply committed to diversity and inclusion and special attention will be given to creating platforms that allow for greater access for a broad audience.

This is a full-time, flexible schedule position with a starting minimum of 30 hours per week. Depending on candidate experience, the salary range will be \$26.00 to \$28.00 per hour. This position is eligible for employee benefits: medical, dental, vision, life, LTD, Flex Plan, 401(k) (eligible after 6 months of employment), vacation, sick leave and holiday pay. This position is expected to work evenings and weekends to provide the direct hands-on support for volunteers and staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE:

Leadership

- Responsible for internal management and operational integration of the Volunteer Program;
- Coordinate with peer departments especially in the area of operations, event and program planning and scheduling, and cross departmental function;

Volunteer Program

- Align volunteer resources with overall strategy and best industry practices;
- Attract, recruit, interview, screen, onboard, place and train a diverse group of current and new volunteers;
- Develop robust volunteer training program for volunteers and Filoli staff liaisons;
- Be the dedicated point of contact and content expert for volunteers;
- Partner with staff to provide support including scheduling, defining what tasks need to be done and how many volunteers are needed;
- Serve as liaison between staff and volunteers to successfully build partnerships and effectively resolve issues of concern;
- Oversee all aspects of volunteer program development and tracking including minimum hours requirements, training and onboarding needs, communications, etc;
- Create a program of benefits and recognition that creates a positive work environment and honors opportunities for camaraderie and community building; Develop the annual recognition letters and volunteer roster, oversee auxiliary volunteer and emeritus programs and work with volunteers to distinguish the various programs;
- Develop processes and procedures that streamlines but allows accurate tracking of volunteer participation;
- Develop and update regularly a Volunteer handbook and other volunteer training tools;
- Create onboarding systems that ensures equitable and inclusive activities so that all can be successful in their volunteer roles;
- Develop clear standards for staff who are working with volunteers, including a request process and training protocols;
- Engage with professional volunteer management associations to utilize resources and develop “best practices”;
- Create training programs and tracking documents for both volunteers and staff working with volunteers;
- Follow process and procedures for volunteer management, address performance issues and reassignment, replacement or removal;
- Create regular volunteer communications including the ‘inVOLve’ newsletter;
- Develop work days, episodic events and other events and programs in coordination with the staff and in line with internal processes;
- Manage documentation for volunteer records, performance issues, updates, and volunteer database (Volgistics) information;
- Oversee the Volunteer Database, Volgistics, including reporting, database maintenance, communications, and efficient processes for volunteers and other users;
- Ensure the confidentiality of all member and volunteer personal information;
- Provide input on and oversee expense management for the volunteer program budget;
- Support Filoli events as needed (i.e. Holidays, festivals, weekend and evening programming);

General

- Provide the highest quality service to all customers in every interaction;
- Uphold all Filoli's policies, procedures, guidelines and standards;

- Maintain flexibility and perform other duties as assigned to respond to the needs of the organization;
- Attendance and punctuality are essential to work and all work-related functions.

SUPERVISORY RESPONSIBILITIES

This position will occasionally supervise volunteers directly and will oversee the management of all volunteers.

MINIMUM QUALIFICATIONS

An individual must be able to perform each essential duty listed above and any additional responsibilities as directed as well as satisfy the educational, core competencies and skill requirements listed below:

Education: A Bachelor's Degree OR 5-7 years of related experience and/or training or equivalent combination of education and experience working in a customer-focused environment is required. Certification in volunteer management is ideal.

Core Competencies:

- **VOLUNTEER EXPERIENCE** – Direct experience as a staff member working in a nonprofit environment that has an active volunteer program. Direct experience with human resources management and/or coaching and training. Ability to differentiate and balance volunteer and staff requirements and priorities. Ability to attract and retain a diverse group of volunteers.
- **PEOPLE, PROJECT, AND PROGRAM SKILLS** – Effective team leadership skills and cross-functional collaborative capacity. Ability to either take direction or work independently as the situation requires. Proven success supporting individual training, coaching and development. Demonstrated experience organizing, managing, and evaluating programs and events.
- **LEADERSHIP** – Flexible, energetic, and outcomes-oriented self-starter who brings a creative approach to solving problems. Capacity to interact effectively and build partnerships with Filoli's many constituencies including staff, Board members, community partners and supporters, donors, members, visitors, and volunteers. Experience developing creative structures of support/accountability among peers and teams. Strong administrative skills. Ability to multitask, see many sides to complex issues, and perform at high standards with a collegial team.
- **CULTURAL COMPETENCIES** – Model a responsibility to self-awareness and awareness of others to recognize that individuals bring unique backgrounds, beliefs, values, and world-views. View racial and cultural differences as assets to the organization.
- **DIVERSITY, EQUITY, AND INCLUSION** – Committed to Filoli's dedication to integrate accountability across all efforts to support and sustain a racially equitable organization. Demonstrate a passion of advancing organizational DEAI objectives and influencing others to approach all work with an equity lens. Promote processes and communication that encourage organizational cultural competence and inclusion.
- **COMMUNICATION SKILLS** – Exceptional oral and written communication skills including the demonstrated ability to research and analyze information, compose reports and correspondence, and present proven information in a clear and inspiring manner.
- **DECISIVE NATURE** – Well-honed ability to independently anticipate and analyze situations, define problems and objectives, recognize viable alternatives and formulate rapid solutions with understanding of the inherent risks and the implications of decisions.

- **COMPUTER SKILLS** – Strong capacity for using relational databases for membership (ALTRU) and volunteer (Volgistics) management; proficiency with Google Suite, Microsoft Office applications and Constant Contact.
- **AVAILABILITY** – Maintain a flexible work schedule that includes evenings and weekends to meet the demands of executive management. Remote work is optional but no more than 25% on a regular basis.

Skills and Abilities:

- Demonstrate a deep commitment to and enthusiasm for the mission and vision of Filoli;
- Detail and results orientated with intentional use of data and information to improve performance and processing information to make astute recommendations and/or decisions;
- Demonstrated success, with the ability to think strategically while executing tactically within a resource-constrained environment;
- Be an effective communicator (speaking and listening) who is articulate and persuasive in written and spoken communications;
- Highly motivated and energetic, ability to show initiative and work independently;
- Display a high level of integrity and dependability with a strong sense of customer service, urgency, results-orientation, diplomacy, confidence and good humor;
- Ability to respectfully ask questions, challenge, and communicate both positive and difficult messages; speaks about issues truthfully and without blame;
- Accept feedback and make constructive adjustments to programs, processes and communications;
- Sound judgment regarding the appropriateness of guarding confidentiality to protect the privacy rights of colleagues or volunteers;
- Ability to read, interpret and communicate information in documents such as safety rules, operating and maintenance instructions, and procedure manuals;
- Ability to work in a fast-paced, change oriented environment;
- Follow-through to successful completion all projects and communications.

CERTIFICATES, LICENSES, REGISTRATIONS

A valid Driver's License is required.

PHYSICAL REQUIREMENTS

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job including:

- Lift/carry items up to 25 pounds;
- Stand, walk across uneven terrain, climb stairs, reach, lift, carry and bend as well as sit for long periods of time at a computer and speak on the phone.

HOW TO APPLY

1. Candidates with the above prerequisites are invited to submit their resumes along with a cover letter outlining their related experience and background to: <https://filoli.applicantstack.com/x/openings>
2. Possession of minimum requirements does not guarantee an interview.
3. Please, no phone calls.
4. Thank you for your interest in Filoli!

Please visit our website for more information: www.filoli.org

Filoli is an equal opportunity employer who values diversity in the workplace.