



Job Posting: Volunteer Program Manager

Title: Volunteer Program Manager

Reports To: Vice-President of Education and Interpretation

The National WWI Museum and Memorial is America's leading institution dedicated to remembering, interpreting, and understanding the Great War and its enduring impact on the global community. We hold the most comprehensive collection of WWI objects and documents in the world and are the second-oldest public museum dedicated to preserving the objects, history, and experiences of the Great War.

Job Summary: The Volunteer Program Manager plays a pivotal role in maintaining the success of our existing volunteer program while actively expanding recruitment efforts, volunteer opportunities, and community outreach in the Greater Kansas City area. With a focus on effectively recruiting towards and sharing information about the Museum and Memorial's mission, needs and opportunities, this role serves as a vital ambassador for the Museum and Memorial. The position will oversee the volunteer program and requires exceptional relationship-building skills, cross-departmental collaboration, strong organizational management, and a passion for community engagement. As an ambassador for the Museum and Memorial, the manager inspires and effectively communicates our mission, both internally and to the Kansas City community.

This is a full-time exempt position whose work week changes depending upon the season and institutional need. It will require weekend and holiday hours.

Responsibilities:

- Maintain and build upon the successful volunteer program to support the growth of the Museum and Memorial and its mission.
- Oversee volunteer recruiting including initial applications, email communications, phone interviews, scheduling and implementation of training.
- Manages the flow and oversight of volunteer program responsibilities.
- Actively pursue and execute volunteer recruiting efforts in conjunction with Museum and Memorial mission and strategic objectives to include the development of a community outreach strategy.
- Seek opportunities to and collaborate with local organizations, including corporations and community groups, to maximize community impact and, as appropriate, develop mutually beneficial programs that foster meaningful Greater Kansas City area partnerships.
- Monitor and evaluate volunteer and community engagement activities, track metrics and report on impact and outcomes.
- Work cross-departmentally to assist in managing appropriate roles and responsibilities based on Museum and Memorial, individual interests/skills and training provisions.
- Manage and collaborate with other departments to execute volunteer appreciation events.
- Collaborate with Human Resources in addressing any volunteer relations issues.
- Other duties assigned.

Education and Experience:

- Bachelor's degree in a related field with a minimum of three years of volunteer management; or a combination of education and experience. Experience in non-profit is desirable.
- Experience developing and delivering training programs.
- Acquaintance with Volgistics and Tessitura is a plus.



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- Demonstrated ability to ensure effective communication to varied audiences and stakeholders.
- Able to successfully manage a wide array of tasks, projects and responsibilities.
- Strong organizational skills and attention to detail.

Work Environment: *This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, point of sale computer equipment.*

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. While performing the duties of this job, the employee is regularly required to talk and hear. This position can fluctuate between a sedentary role, or is very active one that requires standing, walking, bending, kneeling, stooping, crouching, crawling, and climbing or balancing many times throughout the day. The employee must frequently lift and/or move up to 15 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.*

The above statements are intended to describe the general nature and level of work being performed by the employee assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills, or working conditions and are subject to change without notice.

The National WWI Museum and Memorial is an equal opportunity employer.

The National WWI Museum and Memorial is an equal opportunity employer and complies with all applicable federal, state, and local fair employment practices laws. The Museum and Memorial strictly prohibits and does not tolerate discrimination against employees, applicants, or any other covered persons because of race, color, religion, creed, national origin or ancestry, ethnicity, sex (including pregnancy), gender (including gender nonconformity and status as a transgender or transsexual individual), age, physical or mental disability, citizenship, past, current, or prospective service in the uniformed services, genetic information, sexual orientation, familial status, marital status, or any other characteristic protected under applicable federal, state, or local law. All Museum and Memorial employees, other workers, and representatives are prohibited from engaging in unlawful discrimination. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, training, promotion, discipline, compensation, benefits, and termination of employment. The Museum and Memorial complies with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act, the Missouri Human Rights Act (MHRA), and all applicable state and local laws. Consistent with those requirements, the Museum and Memorial will reasonably accommodate qualified individuals with a disability if such accommodation would allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship. If you believe you need an accommodation, refer any such request to the Human Resources department. The Museum and Memorial also will, where appropriate, provide reasonable accommodations for an employee's religious beliefs or practices.



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Salary and Benefits: The National WWI Museum and Memorial offers a competitive salary.

Application Instructions and/or Questions:

Please send your cover letter, resume, salary requirements and portfolio to:

Human Resources

National WWI Museum and Memorial

2 Memorial Drive

Kansas City, MO 64108

Email: human-resources@theworldwar.org

NO PHONE CALLS PLEASE.

Review of applications begins immediately and continues until the position is filled. By submitting your application, you authorize us to conduct reference checks and a review of available public information.

Employment is contingent upon background and reference checks that the Museum and Memorial determines is acceptable.