



# Manager of Volunteer Resources Job Description

*The Manager of Volunteer Resources is a member of the Education Department and is responsible for the administration of all non-paid human resources for the Zoo. The position is also responsible for the coordination of the Zoo's intern programs. The Manager of Volunteer Resources provides direct supervision to the AmeriCorps Member assigned to the coordination of the Zoo Crew teen volunteer program and reports to the Director of Education.*

Cover letter, resume and salary requirements may be sent to [hr@rwpzoo.org](mailto:hr@rwpzoo.org)

## RESPONSIBILITIES

### General Volunteer Program Administration

- Work with different Volunteer Service Area Coordinators to assess their current and future volunteer needs
- Recruit volunteers to support the different Service Area needs
- Screen all prospective volunteers prior to Zoo Orientation & Service Area Fair
- Schedule and host Zoo Orientation & Service Area Fair at least twice per year
- Help place volunteer candidates in appropriate Service Areas
- Support Service Area Coordinators in their training, evaluation, and recognition of volunteers in their areas
- Maintain volunteer records including contact information, background checks, TB tests, and hours served
- Coordinate organization-wide volunteer recognition opportunities and events
- Maintain volunteer program policy manual
- Facilitate annual volunteer recommitment process
- Explore the possibility of developing new Service Areas in the Zoo
- Respond to all public requests concerning volunteer opportunities at the Zoo

### Zoo Crew Teen Volunteer Program

- Train, supervise, evaluate, and support the AmeriCorps member that coordinates this program
- Ensure continuity of Zoo Crew experience from year to year as new AmeriCorps members cycle through the program
- Work with the AmeriCorps member to recruit, hire, train, place, evaluate, and recognize Zoo Crew members
- Work with the AmeriCorps member to provide continuing education and social opportunities for the Zoo Crew members
- Work with the AmeriCorps member to promote Zoo Crew members as appropriate

## **Zoo Internship Coordination**

- Respond to inquiries about internships, process applications
- Schedule and conduct interviews with the Animal Curator or appropriate Zoo staff
- Provide orientation for all Zoo interns
- Maintain records
- Conduct post internship experience interview and evaluation
- Provide references when requested
- Explore ways to expand intern support to other Zoo departments

## **Event-Based (Episodic) Volunteer Support**

- The Manager of Volunteer Resources essentially serves as the Service Area Coordinator for some of the Zoo's major events that involve cross department execution. These events include:
  - o **Zoobilee** – annual fundraiser involving several one-time volunteers
  - o **DreamNight** - evening event for patients of Hasbro Children's Hospital
  - o **Jack-o-lantern Spectacular**- month-long event involving the recruitment of volunteer teams from several local organizations and companies

## **Other Responsibilities**

- Cover Docent shift meetings two days per week
- Participate in education department programming as appropriate
- Other duties as assigned

## **CRITERIA:**

- ◆ Minimum of two (2) years experience in volunteer management
- ◆ Minimum of two (2) years experience supervisory or management position
- ◆ Experience in human resources is desirable
- ◆ Extremely strong oral and written communication skills
- ◆ Extremely strong organizational and time management skills
- ◆ Ability to work at least 1 weekend day per week and holidays
- ◆ An appreciation for informal, lifelong learning in agreement with RWPZ's mission and a commitment to education and conservation