Volunteer and Administrative Coordinator

Department: Education
Supervisor: Education Director
Hours: Full-time (40 hrs/week); Nonexempt

Released: February 14, 2020
Application Deadline: February 28, 2020

Summary:

This position has a dual role with volunteer coordination and administrative support. Volunteer coordination responsibilities include volunteer recruitment, orientation, on-boarding, tracking and reporting. This position also leads the Volunteer Committee, which creates volunteer policies and coordinates annual volunteer recognition events. This position also coordinates volunteer-driven events like Ijams River Rescue and Weed Wrangle Knoxville. Administrative roles include scheduling and coordinating field trips and outreach, as well as handling invoicing and payment for those programs.

The ideal applicant is great with people, detail-oriented, responsible, good at problem solving, and organized. This position also requires adaptability, multi-tasking, and the ability to prioritize. The individual must be self-motivated and able to work well independently and as part of a team. This position is supervised by the Education Director.

Essential Duties and Responsibilities:

1. General Volunteer Coordination
   - Coordinates volunteer recruitment, including social media publicity, recruitment through Volunteer East Tennessee, and participating in local volunteer recruitment fairs
   - Develop and update Volunteer Manual
   - Develop and conduct monthly Volunteer Orientations for new volunteers
   - Conduct quarterly Volunteer Committee meetings with volunteer team leaders (Front Desk, Weed Warriors, Field Trips, Public Programs, Events)
   - Work with volunteer team leaders to help them develop volunteer training and retention for their volunteer teams
   - Coordinate volunteer recognition programs with Volunteer Committee
   - Track volunteer hours through Volgistics software
   - Prepare occasional reports for annual report, grants, and other monthly reporting

2. Ijams River Rescue
   - Work with River Ranger and River Captain to identify potential cleanup locations
   - Develop interactive Google map with cleanup locations and link each location to registration pages
   - Monitor and update volunteer registration as necessary
• Purchase and/or arrange donation of necessary supplies such as first aid kits, trash grabbers, trash bags, etc.
• Create division of supplies for each site for pickup by Site Captain
• Recruit Site Captains for each cleanup location
• Conduct multiple Site Captain training workshops
• Recruit volunteers for each clean-up location
• Coordinate trucks for delivering supplies to locations throughout the day
• Coordinate trucks and boats for trash pick-up at cleanup locations
• Coordinate with partners such as Knoxville Police Department, Water Quality Forum, Knox County Stormwater Engineering Department, CAC AmeriCorps, etc.
• Collect data on amount of volunteers and trash collected

3. Weed Wrangle Knoxville
• Coordinate with team leaders at each Weed Wrangle site (Knoxville Botanical Garden and Arboretum, Legacy Parks Foundation, Knoxville Garden Club, etc.)
• Assist each site with setting up volunteer registration
• Coordinate registration for Ijams location of Weed Wrangle event

4. Education Administration
• Receive field trip and outreach requests through email and website forms
• Coordinate onsite needs for field trips, including arranging for necessary room resources, determining field trip leader needs, and adding information to Community Calendar
• Adding field trip leader registration to Google Doc
• Communicate with school for registration, forms, and invoicing payment
• Track paperwork from teachers, including Field Trip Agreement and payment information
• Tracking scholarship needs and funding
• Working with Youth Program Manager to recruit and train field trip leaders.
• Submit payment to Office and Finance Manager and provide receipt for schools
• Provide continuing education opportunities for Naturalists

Knowledge, Skills, Experience, and Education Required

Knowledge:
• Understanding of basic office procedures and administration
• Knowledge and experience regarding volunteer recruitment, training, and retention
• General understanding of Ijams Nature Center programs and land management

Skills:
• Ability to work with people of all ages
• Excellent written and verbal communication skills including the ability to communicate through multiple media (print, TV, radio, Internet, public events, etc.)
• Strong organizational skills, with attention to detail, accuracy, and deadlines
• The ability to multi-task, prioritize and display excellent time management skills
• The ability to carry out duties and directives independently under limited supervision
• Responsible, creative, relational, enthusiastic, flexible, self-motivated and resourceful team player
• Ability to speak, read, and/or write Spanish a plus

Experience:
• Minimum of two years of experience in office administration or other clerical/secretarial responsibilities
• Experience and demonstrated proficiency using Microsoft Excel, Microsoft Word, Adobe, and Microsoft Publisher software programs
• Experience working with audiences who are diverse in culture, age, race and physical abilities

Education:
• Bachelor’s degree
• Two to four years of experience and/or training; or equivalent combination of education and experience

Other Requirements:
• Must successfully complete a pre-employment, post-offer background screen, and motor vehicle record screen (MVR).
• Valid driver’s license
• Access to a personal computer and internet
• The ability to work mostly evening and weekend hours
• Energy and desire to work with diverse audiences
• Passion for nature and the ability to deliver programs in a pleasant, tactful, and enthusiastic manner

While performing the duties of this job, this employee is frequently required to sit, talk, hear, use keyboard, view computer monitor for potentially long periods and use phones. The employee occasionally will be required to lift and/or move 15-40 pounds and may need to carry for approximate distances up to 50 feet, bend, reach with hands and arms, use fingers to write or type and handle or feel, walk, carry documents, crouch, stoop, kneel, climb stairs, and use a step ladder in lifting and lowering materials. The position requires use of office equipment such as computer, copier, hole punch, calculator, fax machine, postage machine and Point-of-Sale system. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and the ability to adjust focus. This position requires a candidate in good physical condition, with the ability to stand, walk, and hike for extended periods of time. This position requires being outside in all conditions, including inclement weather and a wide range of temperatures. While performing the duties of this job, this employee may be exposed to dust, temperature variance, weather variance, noise, pollens and fumes.
Compensation/Benefits

Salary is commensurate with qualifications and experience. Excellent health and dental insurance, paid vacation, sick leave and holidays, and a 403(b) retirement fund match.

About Ijams Nature Center

Ijams Nature Center is a nonprofit learning center and preserve located on the southern banks of the Tennessee River near Knoxville’s urban center. Its mission is to encourage stewardship of the natural world by providing an urban greenspace for people to learn about and enjoy the outdoors through engaging experiences. Ijams Nature Center manages 315 acres of land with more than 12 miles of trails, a large Visitor Center, Mead’s Quarry lake, mountain biking trails, river access, gardens and much more. People of all ages attend educational programs at Ijams Nature Center. These programs include school field trips, family programs, summer camps and adult workshops. Ijams Nature Center partners with Knox County and the City of Knoxville as well as with multiple agencies to provide outstanding educational offerings. Visit the Ijams website at https://www.ijams.org for current program information.

Equal Opportunity Employment

Ijams Nature Center is an equal opportunity employer and does not discriminate against employees or job applicants on the basis of race, religion, color, sex, sexual orientation or sexual identity, age, national origin, height, weight, handicap or disability, veteran status or any other status or condition protected by applicable state or federal laws.

To Apply

Send resume, cover letter and three references (will not be contacted without notice) to Amber Parker, Executive Director, at aparker@ijams.org.

Applications are due February 28, 2020.