



Education/Volunteer Specialist

The Wenatchee Valley Museum & Cultural Center (WVMCC) fosters dynamic connections to the history, cultural traditions, arts, and sciences of the Wenatchee Valley. A vibrant mid-size museum, the WVMCC is a vital hub for creating community connections with our region's unique heritage and arts through creative, interdisciplinary programs, exhibits, and publications. The WVMCC seeks a collaborative, innovative and engaging team member to help strengthen and grow the Museum's education and programming initiatives.

The Education/Volunteer Specialist supports the coordination and implementation of all Education & Programs Department activities, which includes current year-round offerings for school and tour groups, and youth, adult and family audiences, as well as new offerings that reach new audiences. This position also assists in coordination of the Museum's volunteer program, which includes helping to maintain and update the volunteer database, use established procedures to count volunteer hours, reporting those hours, and assisting with volunteer training and special events for volunteer recruitment and appreciation as needed.

Organizational Relationship: The Education/Volunteer Specialist reports to the Curator of Education & Programs and works collaboratively with all staff, especially with the other Education/Volunteer Specialist, the MakerSpace Coordinator, the Outreach & Public Relations Coordinator, and the Facilities Coordinator.

Position Duties & Responsibilities:

- Assist in processing and tracking school registration data and providing administrative support for education programs as needed. This support may include but is not limited to: receiving and processing email and telephone inquiries, inputting group visit and/or registration data into a database; processing some payments; preparing confirmation letters, packets and reports; and distributing and collecting evaluation forms.
- Coordinating contracted program artists' and facilitators' needs by providing resources, logistic and administrative support.
- Communicate with a wide variety of audiences about Museum programs.
- Collaborate with Marketing to ensure best communication about all programs.
- Assist with set-up, organization, and upkeep of classroom spaces and education supplies.
- Coordinate with the Facilities Department to ensure accurate and timely set-up for programs.
- Support coordinating teachers' participation in Spring Break and Summer Camps.
- Support activities associated with our MakerSpace programs, including working with outside partners, and recruiting and training program volunteers.
- Maintain volunteer database, including track volunteer hours.
- Help recruit and train new volunteers for all Museum departments.
- Support and/or lead volunteer appreciation events and activities.
- Assist in day-to-day details of all education and volunteer services programs as assigned, including: coordination, schedules, venues, and resources.
- Provide exceptional customer service to all guests.

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

Supervisory Responsibility: Not a supervisory position. May train, recommend, or lead the work of interns, volunteers, work study students, contractors or temporary staff.

Intrapersonal Contacts: Interact in a professional and respectful manner with staff and the public while providing positive customer service. Regularly represents the Museum to the general public, contractors, vendors, agencies, volunteers, and community organizations. Requires the ability to create effective, cooperative relationships with others which promotes a positive work atmosphere and image of the Museum.

Physical and Mental Capabilities: Must be able to attend work on a regular and dependable basis. Requires lifting, exerting force and moving objects from 5 to 15 pounds. Ability to sit and stand, reach overhead and horizontally. Regular use telephone, computer, database, copy machine, audio-visual equipment and digital camera.

Job Conditions: Normally works a 20-24 hour week, generally Monday through Friday. Will be required to work some evenings, weekends, holidays and extended hours at times for internal programs and events. Regular hours may be adjusted to accommodate evening and weekend work.

Education and Experience:

- Undergraduate degree in an education field, equivalent experience, or currently enrolled in a college program
- Bilingual, Spanish-English, strongly preferred
- Prior event production experience a plus
- Strong MS Office skills, especially Word and Excel
- Excellent verbal and written communication skills
- Ease with technology essential (data collection programs, media and audio production, iPad, etc.)
- Knowledge of or work experience related to public schools a plus
- Knowledge or experience working in informal education environments (youth programs, camps, YMCA, museums, etc.) desired
- Flexible schedule with possible Tuesday-Saturday schedule, occasional evenings.
- Proactive, self-starter, resourceful, team member
- Ability to handle stress and stay organized, focused, even-tempered and congenial when faced with multiple deadlines
- Ability to provide effective customer service for internal and external clients
- High level organizational skill and a strong attention to detail with the ability to create and maintain multiple documents and spreadsheets for tracking all production documentation

Compensation: Starting pay is \$16-\$19 per hour. No overtime is permitted. Annual cost of living increases may occur. Benefits include partial health insurance offset, paid time off (vacation, holiday, sick leave, etc.), and opportunities for professional development.

How to Apply: Apply for this position by sending your cover letter and resume to Anna Holman via email, aholman@wvmcc.org. The initial review of applicants begins April 6th, though the position will remain open until filled.