Job Announcement

Volunteer and Office Coordinator - Limited Duration
Museum of Natural and Cultural History
UNIVERSITY OF OREGON

The Museum of Natural and Cultural History at the University of Oregon is hiring a Volunteer and Office Coordinator for “Limited Duration” of two years, with the potential to become an ongoing, permanent position. This position reports to the Membership and Visitor Experience Manager and coordinates regular office tasks and museum-wide volunteer service, while supporting the visitor experience team.

The Volunteer and Office Coordinator will be responsible for greeting visitors, scheduling room reservations, performing mail and telephone services, maintaining office equipment, and coordinating service with campus operations such as custodial and building maintenance. The position is also the back-up for coordinating the public space on open days including opening and closing exhibit halls, managing cash registers, and overseeing student employees and volunteers.

30 hours per week, including one regular weekend day shift, $14.15 - $18.46 per hour.

Work schedule is Sunday-Thursday and includes some evening and special event hours.

**JOB DUTIES**

**Office Coordination**

- Assist with office traffic flow and greet visitors for appointments
- Keep office common workspaces tidy/updated/organized
- Answer questions and offer resources for inquiries from the public in person, online or by phone, using information found on museum website re: dates, activities, procedures

**Visitor Experience**

- Public space manager on duty (two days per week and back-up as needed), tasks such as helping the student assigned to the front desk, helping in museum store
- Open and close the facility using set procedures for security and cash handling
- Promote and provide excellent customer service during museum public hours by communicating with students, staff, and volunteers, as well as leading relations
- Use excellent judgement to manage public interactions

**Volunteer Coordination**

- Implement defined program values including professionalism, approachable and friendly demeanor, and clear communication
- Use dedicated Volgistics software to maintain volunteer files and hour logs for volunteers across all museum divisions
- Implement UO guidelines for volunteer liability, and health and safety; track expiration of volunteer liability forms; inform supervisors as date approaches; hand out forms for signature
- Assist volunteer supervisors with recruiting, screening, training, and communicating with potential volunteers
We recognize that the qualifications required to excel in this position can come from a range of both professional and lived experiences. Below we describe what we believe to be the most important qualifications for a candidate to have, and we are open to many different backgrounds and experiences that can lead people to develop these skill sets. We strongly encourage applications from anyone who feels passionate about the work and believes they have what it takes to thrive in this role.

ESSENTIAL QUALIFICATIONS:
• Completion of courses or training in office technology; OR
• One year of general clerical experience; OR
• An equivalent combination of training and experience.

PROFESSIONAL COMPETANCIES
• Strong communication skills and interpersonal effectiveness
• Customer service oriented
• Proven organizational ability
• Inclusive and empathetic demeanor

PREFERRED QUALIFICATIONS
• Experience with digital technologies such as Excel, Word, mail merge, InDesign, GOOGLE calendars, Volgistics, and TAM point of sale system.

To Apply: Applications are accepted through the University of Oregon Human Resources website Job #528877; Resume review will begin on February 18.