



Job Description

Binghamton Zoo at Ross Park
185 Park Ave
Binghamton, NY 13903
(607) 724-5461 (phone)
(607) 724-545433 (fax)
rossparkzoo.com

Department: Education
Position Title: Volunteer Coordinator
Reports To: Education Coordinator
Category: Regular; Part-Time
Salary: Non-Exempt; Varies based on experience

VOLUNTEER COORDINATOR

The Volunteer Coordinator manages the daily operations of volunteer coordination, including overseeing recruitment and intake processes, administering professional training programs, coordinating appropriate volunteer assignments, and developing/maintaining volunteer recognition and appreciation activities. These activities will encompass all volunteer opportunities involving both adult and youth volunteers, as well as dedicated, permanent volunteers and temporary volunteer groups. The Volunteer Coordinator will also assist with the administration of education programs and the recruitment, supervision and training of department interns.

The Volunteer Coordinator's hours and schedule will vary slightly depending upon the season. During the off season (November-March), the Volunteer Coordinator will work 20 hours a week, mostly Monday through Friday, with the occasional weekend day. During the open season (April-October), the Volunteer Coordinator will work 30 hours a week, with at least one weekend day. Throughout the year occasional evenings will be required.

Specific Responsibilities

- Recruit individuals within the community who can become consistent, long-term volunteers and streamline the volunteer on-boarding system to allow volunteers to begin as soon as possible.
- Train regular volunteers so that they may fill various roles, including onsite education, off-site education, special event facilitation, administrative assistance, gardening and maintenance projects.
- Evaluate volunteer performance and take corrective action as needed.
- Coordinate scheduling of Docents and volunteers to facilitate zoo programs.
- Communicate regularly with volunteers to keep them up to date on zoo events, volunteer opportunities, changes in policy, and any other issue that comes up.
- Improve and develop volunteer retention and appreciation programs.
- Reach out to groups, companies and the community at large to recruit temporary volunteers for events and zoo projects.
- Act as the primary contact for larger volunteer service groups that wish to engage in a one-time project within the zoo or serve as temporary volunteers during certain special events.

- Oversee the zoo's youth volunteer program, the Jr. Docents. This includes recruitment, coordination, training, supervision and development of this program and the youth involved. The Jr. Docent program is most active during the summer, but volunteer opportunities for Jr. Docents exist throughout the year.
- Track and organize all volunteer paperwork, applications and agreements as needed. This includes ensuring that the zoo's volunteer policies remain up to date.
- Work with various other staff to ensure that volunteer needs for each department are met.
- Attend all signature (major) special events to coordinate volunteers during the event and act as a liaison between volunteers and event staff.
- Recruit interns for all departments, directing them to the appropriate staff to apply to the relevant internship. Assist the Education Coordinator in supervising Education interns, and directly supervising the summer Education interns.
- Assist with the booking and administration of various education programs as needed.
- Assist with other tasks as needed.

Required Knowledge, Skills, and Abilities

- Experience supervising volunteers is preferred.
- Bachelor's Degree in related field and 2 years of relevant experience managing groups of individuals. Or any combination of the above that provides the requisite knowledge, skills, and abilities for this job.
- Must have strong communication skills, both written and oral, and a firm command of the English language. Multilingual is a plus.
- Must be comfortable interacting and communicating with others in both one-on-one and large group situations, including over the phone, through email, and in person.
- Must be proficient in Microsoft Office, Google Docs and Sheets and be able to learn new software used by the zoo such as Volgistics, Sign Up and Formstack.
- The ability to build internal relationships and collaborate within departments to identify department needs for volunteer opportunities.
- The ability to evaluate the efficiency and effectiveness of the volunteer program and make recommendations for improvements and changes to policy as needed.
- Contribute to the development, management, and accountability of the education budget, and adhere to purchasing procedures.
- Carries out duties and responsibilities in a safe and efficient manner to maintain a safe work environment. Responds to hazardous situations and/or potentially unsafe conditions by taking corrective action.
- Knowledge of animals, wildlife, ecology, biology, and environmental issues are all a plus.
- Experience working with and handling animals is a plus.
- First Aid and/or CPR training is a plus.

General Requirements

- Must be able to work at least one (1) weekend day per week during the open season and periodic weekend days during the closed season.
- Must be willing to work a flexible work schedule that may include weekends and evening hours.
- Must be able to lift 25 pounds and regularly walk along the zoo paths, which includes a loop of just over 1 mile with occasional steep grades.
- Must be able to perform basic mathematics.
- Must possess a valid Driver's License and have reliable transportation to the Binghamton Zoo

- Must present a neat and professional appearance.
- Responsible to follow policies and procedures outlined in Southern Tier Zoological Society's employee manual.
- Must submit to and pass a background check.

Please send a resume and cover letter to Ian Jensen, Education Coordinator. These may be sent by email to ijensen@rossparkzoo.com or by mail to Binghamton Zoo at Ross Park, ATTN: Ian Jensen, 185 Park Ave, Binghamton, NY 13903.