Volunteer Manager

*This is a general description, and duties may vary based on the museum's specific needs. It’s always important to tailor position descriptions to fit your organization's unique needs and culture.*

Position: Museum Volunteer Manager

Reports To: Deputy Director, Director of Human Resources, or Director of Operations

Potential Staff Reporting to this Position: Volunteers

# Job Description

The museum volunteer manager recruits, trains, and manages volunteers. This role is crucial in ensuring the smooth operation of the museum and enhancing the visitor experience.

Responsibilities:

1. Program Development: Working with museum staff to identify areas where volunteers can enhance the visitor experience. Developing and implementing volunteer programs accordingly.
2. Recruiting and Training Volunteers: Developing and implementing volunteer recruitment strategies, conducting volunteer orientations, and providing training to ensure volunteers are well-prepared for their roles.
3. Relationship Building: Building strong relationships with volunteers and other staff members.
4. Volunteer Management & Engagement: Scheduling volunteer shifts, tracking volunteer hours, and managing volunteer communications. Ensuring volunteers are effectively utilized and feel valued. Offering professional development opportunities.
5. Administration: Maintaining accurate volunteer records. Preparing reports on volunteer participation and program effectiveness.

Qualifications:

* Experience in volunteer management or a related field.
* Strong interpersonal and communication skills.
* Ability to work well with diverse groups of people.
* Organizational skills and attention to detail.
* Passion for the museum's mission and community engagement.

# Skills

Consider the following set of essential skills that museum volunteer managers need. Even without direct experience in a similar position, someone with these skills could accomplish the tasks by leveraging the following:

1. Leadership: Mentoring skills and providing ongoing guidance, feedback, and support.
2. Interpersonal Skills: Engaging with a diverse set of individuals, with an awareness of cultural sensitivity, accessibility needs, and the representation of diverse voices and perspectives.
3. Collaboration & Communication: Effective verbal and written communication and the ability to collaborate well with others.
4. Problem-Solving: Identifying and assigning projects and responsibilities that align with skills and interests and overseeing the planning, execution, and evaluation of projects and initiatives.
5. Time Management: Budget planning and management, including stipends, supplies, and training materials.
6. Adaptability: Adapting to changing priorities, project needs, and other program requirements and effectively managing multiple tasks and responsibilities in a fast-paced environment.
7. Critical Thinking: Analyzing information and making informed decisions.
8. Technical Proficiency: Basic computer skills and familiarity with relevant software.
9. Practical Application: Developing and implementing training programs, workshops, and professional development opportunities.

In the museum field, clear and well-defined position descriptions are more than just paperwork—they’re essential for setting expectations, aligning goals, and ensuring employees thrive in their roles. A strong job description clarifies responsibilities, attracts top talent, streamlines hiring, and provides a roadmap for performance evaluation and professional growth.

But a job description alone isn’t enough. Assessing a candidate’s skillset during the hiring process is just as critical. Museums need professionals with a wide range of expertise—from curation and collections management to education, visitor engagement, and security. Beyond technical qualifications, traits like adaptability, communication, problem-solving, and cultural competency are tremendous in a candidate’s success.

By combining well-crafted position descriptions with thorough skill evaluations, museums can build dynamic teams that fulfill job functions and drive the institution’s mission.

*Since every museum is unique, these descriptions should serve as a foundation to be customized to reflect your organization’s specific needs, culture, and goals.*