



National Building Museum – Job Description

Manager of Volunteers, Docents, and Group Tours

Department:	Museum Services	FLSA:	Exempt
Reports to:	Director of Human Resources	Compensation:	Salary
Supervises:	Volunteers, Docents	Date:	September 2024

The National Building Museum inspires curiosity about the world we design and build.

We are a private non-profit institution that transforms understanding of the history and impact of architecture, engineering, landscape architecture, and design. The National Building Museum educates, entertains, and engages people about the built environment and challenges them to advocate for a sustainable and equitable future.

Position Summary

The National Building Museum seeks a dynamic and experienced Manager of Volunteers, Docents, and Group Tours to rebuild our volunteer program. This position will oversee the recruitment, training, and management of volunteers and docents, and coordinate group tours. The ideal candidate will have a passion for education and public engagement, exceptional organizational skills, and the ability to foster a welcoming and inclusive environment for visitors and volunteers alike.

Essential Duties and Responsibilities

Volunteer and Docent Management

- **Recruitment, Engagement and Retention:** Develop and implement strategies to recruit, train, engage and retain a diverse group of volunteers and docents.
- **Training and Development:** Identify, design and deliver comprehensive training sessions for volunteers and docents, ensuring they are well-equipped to provide excellent visitor experiences. Facilitate continuing educational opportunities for volunteers to enhance their skills and knowledge.
- **Scheduling and Coordination:** Manage the scheduling of volunteers and docents to ensure adequate coverage for all museum activities, programs and events.
- **Policies and Procedures:** Review and revise current volunteer systems, policies, procedures and ensure compliance with NBM's standards as well as the DEAI and strategic plans.
- **Performance Monitoring:** Evaluate volunteer and docent performance, providing feedback and conducting regular assessments to maintain high standards of service.
- **Recognition Programs:** Develop and implement recognition programs to acknowledge the contributions of volunteers and docents. Facilitate social activities to build a sense of community among volunteers.
- **Volunteer Benefits:** Develop comprehensive benefits package for volunteers, including access to programs and exhibitions and museum shop discounts.

Group Tours Management

- **Tour Coordination:** Oversee the scheduling and coordination of group tours, including school groups, corporate visits, and special interest groups.

- **Tour Program Development:** Collaborate with museum staff to develop engaging and educational tours that align with the museum's mission and exhibitions.
- **Communication:** Serve as the primary point of contact for group tour inquiries, bookings, and follow-up communications.
- **Quality Assurance:** Monitor and evaluate the effectiveness of group tour programs, making adjustments as needed to enhance visitor experience.

Qualifications

- Bachelor's degree in Museum Studies, Education, Public History, or a related field.
- Minimum of 3-5 years of experience in volunteer management, public programs, or museum education.
- Proven experience in coordinating group tours and public engagement activities.
- Strong leadership and interpersonal skills with the ability to motivate and manage a diverse team of volunteers and docents.
- Excellent written and verbal communication skills, including public speaking and presentation abilities.
- Exceptional organizational and multitasking abilities, with a keen attention to detail.
- Commitment to providing outstanding customer service and enhancing the visitor experience.
- Ability to handle challenging situations with tact and professionalism.
- Proficiency with Microsoft Office Suite and familiarity with volunteer management software, Volgistics preferred.
- A genuine interest in education and public engagement within a museum setting.
- A commitment to creating an inclusive environment for all visitors and volunteers.
- Ability to work weekends, evenings, and holidays as needed.

What We Offer

Full-time employees are eligible for the following benefits:

- Medical, Dental and Vision insurance
- Employer paid Life and Disability insurance
- 11 paid holidays
- Generous paid time off policy
- 403 (b) plan with match
- Museum Shop discounts
- Free on-site parking

Our Commitment

At the Museum, we pursue diversity and endeavor to create an inclusive and accessible environment for our staff, visitors, stakeholders, and Board members. We value diverse perspectives and believe the power of diversity enriches us all. Creating an inclusive environment is critical to every individual's work. We are an equal opportunity employer, and we encourage candidates from historically underrepresented groups to apply.