



VOLUNTEER MANAGER

(Full Time, Exempt)

*Applications are accepted electronically HResources@countrymusichalloffame.org

The Country Music Hall of Fame® and Museum has an opening for a full-time exempt School Programs Coordinator position in the Education Department.

Company Overview: The Country Music Hall of Fame® and Museum seeks to collect, preserve, and interpret the evolving history and traditions of country music. Through exhibits, publications, and educational programs, the museum teaches its diverse audiences about the enduring beauty and cultural importance of country music. **Follow us:** @countrymusichof on Twitter | countrymusichof on Facebook @OfficialCMHOF on Instagram | @CountryMusicHOF on Snap Chat

Departmental Overview: Through the development of programs and resources, the education department expands and illuminates the stories, themes, and music explored in the museum galleries. Serving nearly 100,000 people per year, the education team engages various audiences through a wide-range of activities, including school and community-based programs, hands-on workshops for youth and families, performance presentations for museum visitors, and more. The museum’s mission of “collect, preserve, and interpret the evolving history and traditions of country music... and teach diverse audiences about the enduring beauty and cultural importance of country music” defines the work of the education department. A creative and curious team, current education staff have a range of expertise—including museum education experts, former classroom teachers, visual artists, and professional musicians. The team shares a passion for country music, popular culture, and lifelong learning and works closely together to share ideas and learn from each other to interpret the museum’s unparalleled collection and dynamic subject matter.

Job Overview: The Country Music Hall of Fame and Museum seeks an experienced, organized and charismatic individual to oversee all aspects of its volunteer program. With over 100 active volunteers, the museum engages a wide range of individuals in various roles across the institution, including administrative support, guest services, educational program assistance, school tours, and other key posts. The ideal candidate will demonstrate the necessary leadership skills to implement recruitment and retention strategies to develop and maintain a robust and dynamic volunteer team. Priority responsibilities also include placement, training, scheduling, recognition, assessment, record keeping and reporting. The volunteer manager also oversees intern recruitment and placement. The museum hosts fifty interns per year. (Salary requirements and references will be requested during the interview process and need not be included as part of your application.)



Specific Job Duties:

- Implement volunteer recruitment strategy and plan and lead information sessions. Seek out and participate in area volunteer and intern fairs. Maintain and develop partnerships with organizations that promote volunteerism.
- Oversee volunteer training, including maintaining policy and training materials and keeping current with organizational onboarding procedures. Lead and account for training of all new volunteers and implement background checks. Retrain volunteers as necessary.
- Schedule all volunteers in positions matched to their skill to ensure they are utilized in their highest capacity. Key to proper placement is a detailed understanding of all museum departments and positions.
- Communicate pertinent museum information to volunteers to ensure that all individuals are informed with details essential to their success.
- Plan and implement enrichment activities to encourage service and engagement, including volunteer-only edu-social events, the annual volunteer recognition dinner, and end-of-the-school-year thank you luncheon.
- Design and launch volunteer opportunities for new audiences, including developing a youth volunteer program.
- Oversee and maintain volunteer database and volunteer sign-in. Maintain accurate records for quarterly and annual reporting.
- Evaluate all aspects of the volunteer program, including individual volunteer assessments and overall effectiveness.
- Offer oversight, feedback, correction, and conflict management when necessary.
- Build and manage the volunteer program budget.
- Assist with marketing and publicity plans for the volunteer program.
- Manage the intern program, including applications, placement, training, and long term recordkeeping.
- Develop and maintain short and long term strategy for the volunteer program to ensure continued success.
- Participate in education department meetings and annual planning and assist with education programs as needed.

Minimum Qualifications:

- Bachelor's degree in education, arts administration, museum studies, sociology, or related field preferred
- Minimum 5 years supervisory experience
- Previous work with volunteers in a non-profit or educational setting
- Previous experience with training or teaching

Preferred Qualifications:



- Master's degree in related field of study
- Experience with Volgistics
- Passion for and deep knowledge of country music
- Knowledge of legal compliance regarding volunteers in the work force

Essential Competencies (Knowledge, Skills and abilities needed for success in the position):

- Strong problem-solving, time-management, and organizational skills
- Kind and caring demeanor with an interest in helping and interacting with people
- Excellent creative thinking and communication skills
- Ability to work independently and as part of a team
- Ability to work with accuracy and close attention to detail

Conditions of Employment:

- Willingness to work occasional evenings and weekends
- Lift 25 lbs or less