

**September 11th Families Association
9/11 Tribute Museum
Job Description**

Job Title: Volunteer Program Associate

Department: Volunteer Program

Reports to: Director of Programs

FLSA Status: Non-Exempt

Status: Regular Full-time

Location: 92 Greenwich Street

Date Approved: January 3, 2019

SUMMARY

The Volunteer Program Associate is an enthusiastic team player who has excellent communication and organizational skills. The position coordinates all aspects of scheduling, cancellations, replacements of volunteer tour guides. Launches Walking Tours and implements the My 9/11 Story and Gallery Guide programs in coordination with the operations staff. Assists with the evaluation of volunteer performance and progress within the program. In collaboration with the Director of Programs, designs and implements school programs. Coordinates group visitation. Contributes to a supportive environment for volunteers directly affected by 9/11 to share their stories with the public.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Walking Tours, My 9/11 Story and Gallery Guide Programs Scheduling, Evaluations and Organization

- Coordinates volunteer scheduling calendar including sign-up and fills cancellations for all programs;
- Launches programs multiple days a week, including Saturdays; informs visitors of unique and special nature of offerings, introduces volunteer to visitors, oversees listening devices and photos, as necessary;
- Supports and cultivates new volunteers;
- Evaluates programs, supports volunteer training and development and delivers feedback, as necessary;
- Leads sections of volunteer weekend training;
- Helps to maintain the File Maker Pro (FMP) information system, including current contact information for volunteers;
- Collects statistic information;
- Help maintain the upkeep of Volunteer Room supplies and equipment;
- Ensures volunteers adhere to program policies and procedures.

School Program Coordination and Scheduling

- Schedules all school group guides;
- Formally communicates with each guide before and after leading a group and provides feedback;
- Communicates via email with each teacher, before and after their visit;
- Introduces guides to students for visits when they arrive;
- Leads school groups (in galleries and via distance learning) when needed;
- Collects and reviews school group surveys, school program evaluation, gather teacher emails, end of year reporting;
- Collects statistic information about school program.
- Assist with administrative work with the teacher award program and all teacher workshops;

Tour Group Scheduling

- In coordination with the Outreach Manager, schedules all group guides;
- Formally communicates with each tour leader before and after a group visit to provide feedback;
- Coordinates group arrivals with Outreach Manager and Operations staff;
- Leads group in galleries, when needed;

OTHER DUTIES

- Attends education and volunteer meetings, events and volunteer trainings;
- Assists Director of Programs in planning of volunteer events;
- Creates and maintains ID badges including software and hardware;

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

- Bachelor's degree (B. A.) or equivalent; or one to two years related experience and/or training; or equivalent combination of education and experience;
- Based on the emotional nature of the content of the 9/11 Tribute Museum, experience in working with people and content that demands sensitive handling;
- Experience in museum docent or volunteer programs a plus
- Advanced knowledge of Database software; Internet software; Spreadsheet software and Word Processing software.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

- Ability to diplomatically communicate with groups and direct groups to follow instructions is required;
- Is consistently punctual and maintains a satisfactory attendance record; Arrives at meetings on time
- Has ability to handle multiple projects and work demands;
- Flexibility required; must be available on all weekends;
- Demonstrates an appropriate professional demeanor and appearance at all times; Adheres to dress code policy;
- Completes all work in an accurate and timely manner;
- Attention to detail; has the ability to manage multiple priorities and work to internal and externally imposed deadlines;
- Follows policies and procedures at all times;
- Ability to assume new assignments;
- Ability to read and interpret documents such as safety rules and procedure manuals. Ability to write routine correspondence and reports. Ability to speak effectively before groups of customers or employees of organization;
- Uses initiative and good judgment to coordinate and implement special projects;
- Shows initiative in learning new skills; undertakes self-development activities;
- Contributes to a cooperative, friendly, and mutually supportive work environment; a team player;

- Communicates efficiently and effectively, in both oral and written communications; writes legibly;
- Exercises discretion; effective in the appropriate handling of confidential information at all times;
- Excellent customer service skills; enjoys initiating communication with museum guests and the public;
- Demonstrated good judgment, discretion, and ability to problem solve;
- Follows up consistently on assigned long-term projects;
- Follows directions in the thorough completion of assigned tasks.

SUPERVISORY RESPONSIBILITIES

There are no supervisory responsibilities for this position.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand; walk; sit; and use hands to finger, handle, or feel. The employee is frequently required to climb or balance and talk or hear. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

HOW TO APPLY

In order to receive proper consideration submit your resume in confidence including the job title using one of the following methods:

Preferred Method: Submit an on-line resume to **education@911tributemuseum.org**

US Mail: September 11th Families' Association – 9/11 Tribute Museum
92 Greenwich Street
New York, NY 10006
Attn: Human Resources

Please visit our website at <http://911tributemuseum.org>

NO PHONE CALLS PLEASE

The September 11th Families' Association – 9/11 Tribute Museum is an Equal Opportunity Employer committed to workforce diversity.