

## **Manager of Volunteer Services Instructions**

### **Daily Tasks**

#### **Manager Responsibilities**

- Ensure volunteer and daily campus schedules are printed and distributed each day, Tuesday through Sunday
- Review goals, expectations, and scope of each volunteer opportunity with new volunteers on their first day of volunteerism
- Update the Information Desk Volunteer Services Binder as needed
- Communicate volunteer openings through the weekly volunteer update and recruitment appeal emails to assist with filling open volunteer opportunities > see *Additional Information/Scheduling Volunteers*
- Answer and manage email inquiries
- Track RSVP's for volunteer interviews, orientations, educational initiatives, and appreciation activities

#### **Volunteer Team Responsibilities**

- Communicate special logistical considerations volunteers need to know in advance of their scheduled shift

#### **Guest Services & Hospitality Responsibility**

- Ambassador Program Management > see *Ambassador Program Staff Operations Protocol*

### **Weekly Tasks**

#### **Manager Responsibilities**

- Conduct Volunteer Interviews as well as Guest Services Training as scheduled > see *Volunteer Interview Instructions*
- Conduct Volunteer Orientation > see *Volunteer Orientation Instructions*
- Accept new applications on Volgistics
- Prepare for Group Interview Sessions
- Prepare for Guest Services Training and Orientation
- Meet with Department Leadership to ensure needs are being met and volunteers are performing to standard > see *Additional Information/Scheduling Volunteers*
- Weekly Monday Email Updates to all Volunteers and Coordinators
- Weekly Thursday Recruitment Email Updates to all Volunteers and Coordinators

- Friday, Saturday, and Sunday Schedule email due every Friday to MOD and Guest Services
- Manage Facebook Group
- Printing reports
- Closing out previous week
- Snack order
- Office cleaning
- Filing

### **Volunteer Team Responsibilities**

- Send out Interview, Guest Services Training and Orientation email to applicants

## **Monthly Tasks**

### **Manager Responsibilities**

- Schedule volunteers
- New volunteer outreach
- Post-first-shift outreach
- Volunteer re-engagement
- Supply order
- Schedule volunteer exhibition training

### **Volunteer Team Responsibilities**

- Upload new opportunities to Volgistics > see *Additional Information/Passwords*
- Audit hours > see *Additional Information/Auditing Service Hours*
- Correct or update volunteer service hours > see *Recording Volunteer Service Protocol*
- Check paper logs and post hours to Volgistics
- Monitor all volunteer openings in order to make sure all volunteer opportunities are filled
- Document updating
- Loading new volunteers > see *Volunteer Records Protocol*

## **New Volunteers**

### **Manager Responsibilities**

- Keep track of all RSVP's
- Interviews: Photograph all new applicants, collect all background checks and other applicant paperwork, present the program and all of the opportunities we have to offer at the time
- Hand out Volunteer Handbook and Volunteer Opportunity Listing

- Guest Services Training & Orientation: Conduct Guest Services Training, Hand out badges and volunteer shirts, review Volunteer Handbook and Opportunity Listing, give tour of the main building including the employee entrance and exterior entries, collect login and password information for Volgistics profile, Review Volgistics and Vic Touch instructions (*Note-Volunteers schedule themselves through this site*)

### **Volunteer Team Responsibilities**

- Accept applications, contact volunteers, and send information about Group Interview as well as Guest Services Training and Orientation dates, times, and locations
- Enter all background checks into government website, receive and print confirmation, send all photos to the Security Coordinator to have badges created, contact all volunteers to get them enrolled in Guest Services Training and Orientation
- Once a volunteer goes through training, add the “orientation” flag on their Volgistics profile
- Set new volunteer’s password and PIN information, Change volunteer status from “applicant” to “active” on profile, Assign volunteers to their desired volunteer position(s), Email them once they are activated

### **Current Volunteers**

#### **Manager Responsibilities**

- Email museum updates
- Communicate open volunteer opportunities
- Email news about the special events and upcoming exhibitions

#### **Volunteer Team Responsibilities**

- Manage Hours
- Change availability
- Add or change volunteer position(s)
- Add flags to a volunteer’s profile if they receive specialized training for volunteering

### **Departmental Volunteers**

#### **Manager Responsibilities**

- Coordinate with Security and IT to get special access badge and fingerprints
- Contact Department and send them the volunteer’s contact information
- Departments will set up a second interview/training with volunteer and they will help manage them

### **Volunteer Team Responsibilities**

- Assign volunteers to appropriate department in Volgistics account

### **Volunteer Appreciation – Manager Responsibility**

- Annual Volunteer Appreciation Awards Reception (Handle all the planning for event such as food, activities, raffles, prizes, special guests, guest speakers, decorations, location, theme, invitations, signage, email notifications, etc.)
- Coordinate Volunteer Appreciation Week
- Coordinate and / or plan various volunteer appreciation events throughout the year
- Facebook Group
- Annual Art Contest
- Ordering all volunteer recruiting tools and gifts
- Budget Management
- Consistent contact with Volunteers at least once per shift
- Volunteer Survey (Survey Monkey)

### **Volgistics Project** (Ongoing)

#### **Manager Responsibilities**

- Answer inquiries for volunteer and staff
- Collect background checks
- Handout volunteer shirts
- Facilitate training on Volgistics for staff and volunteers

#### **Volunteer Team Responsibilities**

- Update information and clean database

### **System Training**

- Receive training on Volgistics, Patron Edge, and the Ticket Line

### **Recruiting**

#### **Manager Responsibilities**

- Attend offsite events at IUPUI, Butler, U of I, Indyvolved, etc.
- Post on Website, Facebook, and Twitter about volunteer opportunities
- Articles in the IMA Magazine
- Volunteer Open House

### **Volunteer Team Responsibilities**

- Attend offsite events at IUPUI, Butler, U of I, Indyvolved, etc

### **Local Volunteering Community – Manager Responsibility**

- CIAVA (Central Indiana Association of Volunteer Administration)
- Volunteermatch.com

### **Security Support – Manager Responsibility**

- In the event of an emergency, assist with clearing out the frontline staff, including volunteers and IUPUI work study students
- If frontline staff or volunteers are harassed or harmed by museum guests, partner with Security to take the necessary steps to protect all employees and volunteers. Ensuring that the museum is safe for staff and guests, handle the situation in a manner which does not affect the other museum goers.

### **Miscellaneous - Manager Responsibility**

- Attend CIAVA meetings as well as Hospitality & Concierge, and Access Indy meetings
- Attend expos to recruit volunteers and assist recruiting work study students
- Meet with other volunteer coordinators in the community to discuss volunteer management, local volunteer needs and learn about different approaches and discuss recruiting techniques
- Handle all itineraries and email Guest Services Staff about ticketing, parking, and volunteer requests
- Work on the frontline protocol with staff