

IMA Volunteer Interview Instructions

Step 1. Receive Applicants/Pre-Interview

- a) Log into Volgistics to receive application
- b) You will receive applicant notification on volunteer@imamuseum.org
- c) Go to **Mailbox > Applications** tab > Select applications > Once the application has been selected or “checked” press **Receive**
- d) Interview folder contents:
 - a. 3 Maps (Volunteers keep)
 - b. IMA Volunteer Services Candidate Information
 - c. IMA Volunteer Services (Volunteers keep)
 - d. Volunteer Expectations (Must be countersigned by IMA Staff Member)
 - e. Waiver
 - f. Media Release Form
 - g. Background Check
 - h. IMA Volunteer Handbook Last Page
- e) Organize interview dates and times as you see fit
- f) Send out interview email to qualified applicants once you have received applications
- g) Accept RSVP’s and keep track using Outlook to input the applicant name in the body of the calendar event
- h) Reserve room for interview

Step 2. Interview

- a) Items Needed Prior to Interview
 - a. RSVP List
 - b. Interview Folders (Place one at each seat prior to interview)
 - c. PowerPoint Presentation
 - d. Pens
 - e. Example Interview Folder
- b) Print off applications
- c) Introductions & PowerPoint Presentation
 - a. Introduce yourself
 - b. Applicants introduce themselves & answer the following questions:
 - i. Tell us a little bit about yourself?
 - ii. How did they hear about the IMA volunteer program?
 - iii. Why do they wish to volunteer at the IMA?
 - c. Discuss the IMA Mission & relation to the Volunteer Services Program
 - d. Set Expectations for the Group Interview
 - e. Volunteer Engagement & Appreciation
 - f. Discuss IMA Organization Chart

- g. Explain IMA Volunteer Services Opportunity Listing Sheet
 - i. Applicants will keep the one sided sheet & turn in the IMA Volunteer Services Candidate Information form
 - ii. Volunteers circle interests on IMA Volunteer Services Candidate Information form during Volunteer Services Infrastructure Presentation
- h. Discuss Volunteer Services Infrastructure
- d) Guest Services Discussion
 - a. Ask candidates about their experiences with customer service and what good customer service looks like to them
 - b. Follow up with questions about how it made them feel
- e) Paperwork
 - a. Allow time for applicants to fill out all the paperwork in the interview folder
 - b. Place applications in interview folders
 - c. Once completed, applicants will separate completed paperwork folder and paperwork that they will take home
 - d. Leave acknowledgement receipt and Ambassador packet in folder (no action will be taken with these until the orientation stage)
- f) Continue Volunteer Services Group Interview PowerPoint Presentation
 - a. IMA More Than a Museum Video
 - b. Open Q&A Session
 - c. Take applicant photos (orange background) & collect interview folders
 - d. Walk applicants to the main entrance of the museum and thank them for their time
- g) During & after the interview, assess the following:
 - a. Availability
 - b. Personal interests
 - c. Hobbies and skill sets
 - d. Ability to follow direction
 - e. Ability to work in/as a team
 - f. Ability to adapt within an ever-changing museum and volunteer program
 - g. How they heard about the IMA volunteer program
 - h. Why they wish to volunteer at the IMA
- h) Does the candidate match what the IMA is looking for? If yes, move forward with them as a volunteer candidate.

Step 3. Post Interview

- a) Send e-mail with badge photos of accepted volunteer candidates to Sara Schoentrup
 - a. E-mail Subject: "Volunteer Badge Request: Volunteer Name"
 - b. Sara will email you a digital copy of the photo to add to their Volgistics profile (Save photo to computer > Login to Volgistics > upload to profile)
- b) Run background checks (instructions in folder)
- c) Contact via email (if background check is clear)

- d) Change status from **Applicant** to **Candidate**
- e) If applicant is working directly with children's programs (Jen Mayhill or Heidi Davis-Soylu), a **Barada National Background Check** will need to be processed through HR. If applicant will be driving IMA vehicles, a special background check must be run through security.
- f) After processing background check, print online confirmation sheet and attach to background check form
- g) Place background check and confirmation in volunteer's file
 - a. Background checks contain personal information; be sure files are locked at all times
 - b. Background checks are to be kept on file for 7 years
 - c. Background checks are confidential and no information should be shared with co-workers or managers requesting volunteers
- h) Move profile from Step 2 interview file to Step 3 orientation file
- i) Departmental Volunteers:
 - a. Collect resume and send to department
 - b. Organize meeting with supervisor
- j) Schedule orientations and send email with orientation dates

IMA Volunteer Orientation Instructions

Step 1. Before Volunteer Orientation

- a) Note: *All applicants must complete an orientation in order to volunteer*
- b) Email reminder to orientation participants including a special reminder to bring their Volunteer Handbook
- c) Applicants should have folders made at this time – review volunteers' interests and profile
- d) Reserve room for orientation

Step 2. Volunteer Orientation

- a) Items Needed Prior to Interview
 - a. RSVP List
 - b. PowerPoint Presentation
 - c. Pens
 - d. Notepads
 - e. Completed Volunteer Interview Folders
- b) Introductions & PowerPoint Presentation
 - a. Introduce yourself and have volunteer candidates introduce themselves
 - b. Review Volunteer Services Program
 - c. Review IMA Organization Chart
 - d. Review Volunteerism at the IMA
 - e. Explain volunteer services methods of communication
 - i. Walkthrough volunteer page on website
- c) **(OPTIONAL)** Audience Engagement Presentation
 - a. Ambassador Program – Additional training required
 - b. Tram Program – Additional training required
- d) Scheduling
 - a. Walk through Volgistics, VicNet, and VicTouch
 - b. Volgistics 101: how to log in, how to schedule hours, etc.
 - c. Walk through scheduling hours
- e) Short break
- f) Take them on a tour of the Volunteer Information Center
 - a. This is when they will pick up their badges
- g) Take volunteers on tour of the museum
 - a. Show binder locations
 - b. Information desk with upstairs login
 - c. Star Studio
 - d. Staircase to the gardens
- h) Return to room to finish presentation
 - a. Discuss volunteer recruitment

- b. Discuss volunteer engagement and appreciation
- c. Talk about volunteer services awards
- d. Play video about the IMA
- e. Guest Services Training
- f. Answer any questions
- g. Handout new volunteer welcome kits
- h. Distribute Volunteer T-shirts in office

Step 3. Post Guest Services Training & Orientation

- a) Log into Volgistics and change status of volunteers from Applicant to Active
- b) Volunteer assignment(s)
- c) Set PIN as last four digits of cell phone number
- d) Create file for each Volunteer
- e) Send congratulatory email to the new Volunteers
- f) Enter passwords if needed and email them to Volunteers through Volgistics – they can now sign up for shifts online

Additional Information

Scheduling Volunteers

- a) All volunteers are self-managed; they sign on to Volgistics and select which volunteer shift they are interested in
- b) Volgistics is used to maintain volunteer schedules
- c) Steps for posting hours for groups of volunteers: POST > select Volunteers in this Assignment > Continue > Under Date Field, select date (Do not change any other field) > Post hours for each volunteer and hit Skip if they do not have hours to record for the month > Hit Post this page > Print Batch Repost sent to Mailbox
- d) Steps for posting hours for individual volunteers: Select volunteer profile > select Service > at bottom of page under Service, add Assignment, Date, and Hours and/or Absences > Save

Special Events Calendar

- a) Meet with Programs regularly to discuss department needs and review IMA website for events that may need volunteers
- b) Weekly:
 - a. Send out Special Events for the next month as an email
 - b. Include Dates, Times, Locations, Volunteer needs and Event Description
 - c. Post shifts on Volgistics Calendar; instructions on adding shifts:
<http://www.volgistics.com/ex/help.dll?ACT=21&HID+ONLLBOKw&TOPIC=2158>
- c) Send emails to Special Events Volunteers if shifts aren't being filled for a particular event
- d) Always monitor events on the Volgistics Calendar
- e) Be sure to send out additional instructions or set up volunteer meeting prior to events such as Penrod, Summer Solstice or Featured Exhibition Volunteers
- f) Close Openings: only necessary for large events where a meeting/training is required but training has passed. Thus, volunteers would not have the necessary information to volunteer

Scheduling Departmental Volunteers

- a) Contact hiring manager of possible volunteers post interview
- b) Once the volunteer has completed Orientation, contact hiring manager and give them the volunteer's contact information
- c) Have hiring manager contact Sara Schoentrup, Security Coordinator to set up a time to fingerprint and ID volunteers
- d) Have hiring manager contact IT if volunteer needs personal email account or special access to network
- e) Flag volunteer in Volgistics as "Departmental" and the appropriate department (Conservation Science, Garden Guide, etc.)
- f) Send direction on how to record volunteer hours and request that the hiring manager check in with volunteer to ensure they are recording their hours properly

Auditing Volunteer Service Hours

- a) Every week you will need to audit the volunteer hours that have been input into Volgistics by Volunteers
- b) To audit volunteer service see link for help: Follow directions for auditing new services new service entries on the bottom portion of page
<http://www.volgistics.com/ex/Help.dll?ACT=21&HID=4JCggqBk&Topic=1072>

Passwords

- a) **Volgistics Login Information**
 - a. www.volgistics.com
 - b. Account #: 377824287
 - c. Email: volunteer@imamuseum.org
 - d. Password: ima123
- b) **Volunteer Match (Old Profile)**
 - a. Username: cmorehead@imamuseum.org
 - b. Password: xxx