



WESTERN PACIFIC RAILROAD MUSEUM

SECTION	SUBJECT
VOLUNTEER POSITION DESCRIPTION	Volunteer Manager

Position Title: Volunteer Manager

Description/Purpose of Assignment: The volunteer manager supervises volunteers and provides direction, coordination and consultation for all volunteer functions within the museum.

The position manages the Volunteer Office while working in an unstructured environment with numerous interruptions throughout the day.

The volunteer manager reports to the general superintendent.

In the absence of the general superintendent, the volunteer manager reports to either the FRRS President or the FRRS Vice President.

As a minimum, the volunteer manager must maintain current knowledge of the Volunteer Manual and FRRS policies and procedures.

This position is vital to the museum and requires patience and strong attention to detail.

List of Tasks:

- Develop, promote, and maintain a wide range of volunteer opportunities within the organization
- Survey staff regularly to assess needs for volunteer assistance
- Maintain volunteer service descriptions for each volunteer assignment
- Ensure volunteers are staffed to support the various areas of operations; to include visitor service areas, exhibits and education, special events, development and help with marketing/communications
- Recommend the most efficient use of volunteers, appropriate volunteer/supervisory mix and future workforce needs to support volunteer program operations
- Conduct and/or arrange for volunteer orientation and training
- Schedule volunteer activities, including docent tours
- Develop and manage volunteer policies, procedures and standards of volunteer service
- Assess visitor feedback received through comment forms
- Organize and participate in volunteer recognition programs and special events

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- Evaluate all aspects of volunteer programs to ensure effectiveness and to recommend/implement changes as appropriate
- Maintain accurate records and provide timely statistical and activity reports on volunteer participation
- Recruit, interview and place applicants for volunteer work
- Host and attend recruiting events within the community to attract qualified candidates
- Work with the Marketing and Public Relations Department and professional associations to publicize opportunities for volunteers
- Develop and maintain relationships with other volunteer organizations within the area
- Provide ongoing support and guidance for volunteers
- Act as a single point of contact for communications
- Work closely with the society webmaster to promote and communicate society activities
- Confer with volunteers to resolve grievances and promote cooperation and interest
- Assist with other volunteer positions established by other departments, including education interns, education volunteers and development of volunteers

Other duties may be assigned as appropriate.

Outcomes/Goals: The volunteer will know the assignments of a volunteer manager and will have performed them successfully according to acceptable museum policies and procedures.

Training: All volunteers are required to attend the annual training. The volunteer manager must attend a formal and requisite training session and may be required to present the volunteer training, along with a focus on proper handling of volunteer duties. Other topics of instructions should include railroad equipment and handling of museum equipment.

Reporting: All volunteers are expected to maintain a time log of hours worked. This log will remain in the Volunteer Lounge, Operations Office or other location described from time to time. The FRRS President or general superintendent may request additional reports, such as progress reports.

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Time Commitment: WPRM prefers that each volunteer agree to a minimum number of hours per month to museum service, but fewer hours are accepted. Any work that can be completed at home or outside the museum may be done at the convenience of the volunteer, provided it has been approved.

The volunteer manager should expect an on-going time commitment of approximately 10 - 30 hours per month during on-season museum hours and 10 - 15 hours during the off-season hours. The volunteer manager must be available for special events and training, and may be required to attend off-site activities

Qualifications Needed: Volunteer manager candidates should possess an attention to detail, enjoy handling large responsibilities, interacting with volunteers and the general public, be an effective communicator and possess strong leadership skills.

The candidate must be proficient in basic computer applications, such as word processing, spreadsheets and internet usage.

Record keeping skills (for admissions and marketing) and organization and planning skills are critical for this position.

Maintaining the Volunteer Manual and FRRS policies and procedures are a significant part of the volunteer manager's assignment and requires handling of and giving guidance to volunteers.

Good candidates will have job-related experience, such as working in a museum, managing volunteer programs or leading teams in other organizations. Candidates must be knowledgeable of management principles and evaluation techniques related to programs that involve a cadre of volunteers.

Previous experience is not needed, but training is required.

The ability to write neatly and legibly is preferred.

There is one class of the assistant roadmaster position:

1. Volunteer Manager

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Other documents:

- FRRS Policies and Procedures
- Volunteer Manual

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