

## Job Posting: Volunteer Coordinator

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**Title:** Volunteer Coordinator

**Reports to:** Volunteer Program Manager (VPM)

The National WWI Museum and Memorial is committed to an inclusive and diverse workforce. We welcome people of all backgrounds, experiences, and perspectives to enhance the work that we do.

The National WWI Museum and Memorial is America's leading institution dedicated to remembering, interpreting, and understanding the Great War and its enduring impact on the global community. We hold the most comprehensive collection of WWI objects and documents in the world and are the second-oldest public museum dedicated to preserving the objects, history, and experiences of the Great War.

**Job Summary:** The Volunteer Coordinator is responsible for supporting the volunteer department. The incumbent will operate in a fast-paced, dynamic environment, and be an organized, self-starter, possessing strong verbal and written communication skills. Strong interpersonal skills with enthusiasm to work with a diverse population of volunteers, staff, and Museum guests.

The incumbent is expected to embrace the National World War I Museum and Memorial's stated mission and core values and demonstrate support for them through professional interactions and performance of job duties.

**Work schedule:** will be primarily Tuesday through Saturday 9:00am to 5:30pm but may start Sunday through Thursday as incumbent learns the needs of the job. Incumbent must have flexibility to adjust schedule to work outside of standard work hours, early mornings, late evenings and during our busier periods there will be a need to adjust schedule to work both weekend days; flexibility in work schedule will be required.

This is a full-time, hourly/non-exempt position.

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### Responsibilities:

- Acquaint self with volunteers, learn and understand their individual strengths and areas of interest.
- Prepare daily volunteer schedules.
- Check-in with volunteers at the beginning of each shift.
- Maintain the volunteer database, files, and records, ensuring information is up to date.
- Provide backup support for VPM with daily operations during planned absences, and when volunteer numbers are low.
- Assist VPM with volunteer recognition events.
- Assist VPM with set up, implementation, and facilitation of volunteer trainings.
- Provide exemplary guest service and willingness to learn.
- Able to work in a team-oriented environment and to work independently.
- Strong time-management and organizational skills, with an ability to work on multiple projects simultaneously, independently, and collaboratively.
- Occasionally assist with program and rental event execution, including set-up.
- Perform other duties as assigned.



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### Education and Experience:

- High school diploma or equivalent (GED), Associates degree is preferred.
- Three years relevant administrative work experience.
- Experience with volunteerism a plus.
- Proficient with Microsoft Office, database experience, and able to learn/use customer relationship management software programs.
- Proactive, self-starter with exceptional interpersonal skills.
- Strong communication skills.
- Excellent guest service skills.
- Punctual/reliable.
- Work flexible schedule, including some early mornings, evenings or weekends.
- Demonstrated ability to creatively problem solve.

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**Work Environment:** This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, fax machines, point of sale computer equipment.

**Physical Requirements:** *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. While performing the duties of this job, the employee is regularly required to talk and hear. This position can fluctuate between a sedentary role, or is very active one that requires standing, walking, bending, kneeling, stooping, crouching, crawling, and climbing or balancing many times throughout the day. The employee must frequently lift and/or move up to 15 pounds and occasionally lift and/or move up to 25/30 pounds or assist in moving items 50 pounds or more. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.*

*The above statements are intended to describe the general nature and level of work being performed by employees assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills, or working conditions, and are subject to change without notice.*

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**Salary and Benefits:** The National WWI Museum and Memorial offers a competitive salary with an excellent benefit package, including: pre-tax/Roth 401(k) matching program; health, dental, vision, life with AD&D, and short-/long-term disability insurance, Section 125 flexible benefits; paid holidays, paid time off leave.

### **Application Instructions and/or Questions:**

**Please send your resume, salary requirements, three professional references and cover letter to:**

**Human Resources at the National WWI Museum and Memorial**

Email: [human-resources@theworldwar.org](mailto:human-resources@theworldwar.org)

**NO PHONE CALLS PLEASE:** Review of applications begins immediately and continues until the position is filled. By submitting your application, you authorize us to conduct reference checks and a review of available public information. Employment is contingent upon background and reference checks that the Museum and Memorial