



## JOB DESCRIPTION

<b>DEPARTMENT:</b> Programs	<b>TITLE:</b> Volunteer Specialist	<b>REPORTS TO:</b> Director of Programs
<b>DATE EFFECTIVE:</b> Apr. 1, 2022	<b>FULL-TIME or PART-TIME:</b> Full-time	<b>EXEMPT or NON-EXEMPT:</b> Exempt

### MISSION

Enriching lives through plants and nature.

### VISION

San Antonio Botanical Garden is a world-class garden recognized for outstanding horticulture displays, botanical diversity, education, conservation, and experiences that connect people to the natural world. The Garden embraces the sense of place that makes San Antonio unique.

### VALUES

Conservation, Education, Inclusion, Innovation, and Stewardship.

### ABOUT THE SAN ANTONIO BOTANICAL GARDEN

Established in 1980, the San Antonio Botanical Garden has inspired people to connect with the plant world and understand the importance of plants in our lives. Recognized nationally for commitment to outstanding displays, botanical diversity, education, environmental stewardship, and experiences that connect people to the natural world, the Botanical Garden is a top San Antonio attraction that serves as a museum of plants, a tranquil escape, a living classroom, a research and conservation facility, and entertainment venue where art, architecture, music, and theater experiences come to life for more than 368,000 annual visitors. The Botanical Garden features 38 acres of nature space located deep in the heart of San Antonio. For more information, visit [www.sabot.org](http://www.sabot.org).

### SUMMARY OF RESPONSIBILITIES

The Volunteer Specialist is responsible for managing the daily operations of the Volunteer Program. The Volunteer Specialist uses best practices in recruitment, retention, training, and appreciation. They also use best practices in providing training for volunteers interested in facilitating meaningful, relevant, and inclusive educational experiences. Volunteers are a key audience of the Garden and essential to the mission-driven operation. The Volunteer Specialist will also be responsible for providing a solid foundation in guest experience skills to public-facing volunteers. The standard work schedule is Tuesday-Saturday with the ability to flex to support evening and weekend programming.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for managing the daily operations of the Volunteer Program which includes one-time and reoccurring volunteers, such as docents, interns, garden volunteers, corporate groups.
- Effectively use and maintain the Volunteer Management System (GivePulse).
- Recruit and interview volunteer applicants to determine fit for the volunteer opportunities at the Botanical Garden. Connect the interests and skill sets of volunteers with effective ways to contribute to the Botanical Garden.
- Onboard volunteers and provide comprehensive orientation to help new volunteers settle into their roles, including safety trainings and SOPs for volunteers.
- Develop and lead volunteer trainings, including interpretation skills for volunteers providing educational

experiences. Collaborate with guest experience to provide customer service training to volunteers.

- Train and schedule docents for general garden adult group tours.
- Develop and implement volunteer recognition/appreciation plan.
- Work closely with the Director of Programs to meet 2022-2026 Strategic Plan objectives.
- Collaborate with Botanical Garden departments and staff to identify volunteer opportunities.
- Partner with the Development Department to engage corporate members/donors via the Volunteer Program.
- Manage the Volunteer Program budget.
- Maintain and report volunteer participation records, conduct evaluation and report results.
- Must be available for a Tuesday-Saturday work schedule; some evening and weekend work required.

#### **QUALIFICATIONS**

- 2-3 years' experience coordinating or working with volunteers.
- Prior management/supervisory experience.
- Experience planning and managing small events.
- Experience in nature based or tour interpretation in a botanical garden or similar informal education setting, a plus.
- Bilingual, a plus.

#### **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to communicate effectively and professionally with volunteers, staff members, and guests.
- A strong work ethic, ability to maintain and model professional standards and excellent customer service skills.
- Ability to remain positive and engaging in an outdoor environment with various weather conditions.
- Excellent organizational skills with attention to detail and ability to follow-up.
- Creative problem-solving skills, flexible, and patient.
- Proficiency with Microsoft Office Suite and volunteer management software or tools.
- A commitment to fostering a diverse and inclusive environment.
- Curiosity about plants, nature, and interpretation.
- Lifting objects weighing up to 25 pounds
- Commitment to a team approach of working with staff members, volunteers, and guests.
- Ability to create handbooks, training manuals, safety protocols, and other program materials.

**COMPENSATION:** Compensation will be commensurate with the qualifications and experience of the individual.

#### **APPLICATION INSTRUCTIONS:**

To apply, email a cover letter and resume to [employment@sabot.org](mailto:employment@sabot.org). Please add in the email subject line **Volunteer Specialist**.

*Job descriptions are guidelines that attempt to characterize major duties and responsibilities of employees and are subject to change as needs and programs change. At the San Antonio Botanical Garden, they are considered neither inclusive nor exclusive.*

**The San Antonio Botanical Garden is an Equal Opportunity Employer**