



The Ruth Mott Foundation is accepting applications for a full time Assistant Manager of Visitor Services & Volunteers at Applewood Estate in Flint, Michigan. The Ruth Mott Foundation is a non-profit philanthropic organization offering grants and programs that serve the Flint community. The Foundation also owns and operates Applewood: The Charles Stewart Mott Estate to demonstrate and support its mission. The estate consists of award-winning gardens, historic buildings, and collections of art, artifacts, archives and photographs and is open to the public May through October.

Job Position: Assistant Manager of Visitor Services & Volunteers

Job Purpose: Supports the visitor experience at Applewood by focusing on the effective management of the volunteer program. Recruits, manages, and develops the volunteer program that supports daily operations and public programs for Applewood, both on- and off-site and horticultural operations. Assists the Manager of Visitor Services in providing the best possible visitor experience during open times.

Essential Duties and Responsibilities:

- Supports the Visitor Services functions at Applewood/Ruth Mott Foundation through the management of the volunteer program and serves as the onsite manager when Manager of Visitor Services is not present.
- Manages the volunteer program of the Ruth Mott Foundation by maintaining ongoing and supportive relationships with the volunteer corps. Works with appropriate staff to ensure that overall structure of volunteer program supports institutional goals and needs.
- Assures appropriate staffing levels from the volunteer corps for daily operations, off-site programming, horticulture and education programs.
- Recruits, interviews, screens and places a diverse corps of volunteers, matching volunteer talents with appropriate opportunities. Develops and maintains strong relationships within the community to promote effective and diverse recruitment.
- Produces, communicates and maintains effective procedural guidelines related to volunteer program such as volunteer job descriptions, evaluation and recommends improvements and changes when necessary to the Manager of Visitor Services and Director of Collections and Education.
- Conducts orientation sessions for volunteers to share Foundation vision, mission and values, sets expectations, explain policies and safety procedures.
- Actively works on volunteer retention activities such as recognition, appreciation events, and incentive programs and opportunities.
- Frequently communicates with volunteers regarding schedules, Foundation initiatives and plans, volunteer opportunities and performance.
- Manages the volunteer database and volunteer management software to tracks hours, schedules and other metrics related to the volunteer program to use for organizational reports, budgeting and recognition purposes.
- Supports Manager of Visitor Services and education staff in the creation, facilitation and management of training for staff and volunteers in the areas of site content, safety procedures, customer service, equity, inclusion and accessibility.

- As necessary supports tour and field trip scheduling and coordination in conjunction with Manager of Visitor Services and Education staff.
- Under the oversight of the Manager of Visitor Services, develops and manages the volunteer program budget.
- Provides input into the development and implementation of the Applewood Master Plan, particularly regarding volunteers and visitor services.
- Seeks professional development and networks with other agencies to explore and be informed of best practices processes and relevant technologies for volunteer and visitor services management.
- Completes other duties as assigned.

Qualifications:

- Bachelor's degree or a combination of related education and experience.
- Strong leader with a minimum of two years of experience in a museum, cultural institution or hospitality setting.
- Minimum of one year of supervisory experience, preferably with volunteers.
- Working knowledge of customer services standards.
- Comfortable with public speaking and experience writing communications, preparing and delivering presentations, trainings, and written materials.
- Strong interpersonal skills.
- Strong written and verbal communications skills.
- Excellent organizational and analytical skills with strong attention to detail.
- Proficiency with Microsoft Office suite and familiarity with volunteer management software.
- Demonstrated ability to lead, manage and motivate others.
- A solid understanding of community engagement or direct experience working collaboratively with individuals from all sectors of the community and a commitment to diversity and inclusion.
- Valid driver's license.

The Ruth Mott Foundation recruits team members that are as economically, culturally and ethnically diverse as the community we serve. We are committed to diversity and inclusion in all its forms, including but not limited to race, color, religion, sex, national origin, age, disability, height, weight, marital status, sexual orientation, protected genetic information, veteran status, or any other characteristic protected by law.

To Apply: Email resume and cover letter to Resumes@ruthmott.org by March 25, 2020.