

Troy Historical Society
Volunteer and Guest Services Coordinator
Flexible: 24 hours/week, M-F 10:00 am - 3:00 pm
Part-Time Staff Position

The Troy Historical Society seeks a Volunteer and Guest Services Coordinator who will work closely with the Adult Programs & Services Director, Village staff, and the Volunteer Coordination Committee to manage, direct, and oversee volunteers at the Troy Historic Village. The Coordinator will also assist in greeting and orienting visitors to the Village. This position requires clerical experience and excellent communication skills. Experience working with guests at cultural centers, parks, museums, or historic sites including cashier experience is preferred.

ESSENTIAL JOB FUNCTIONS (May include, but not be limited to):

- Skilled in MS Word, Excel, and Power Point and Outlook. The ability to use online tools including SignUpGenius, and Volunteer Match to recruit, schedule and communicate with volunteers is required (training available)
- Greets, orients, and coordinates volunteers at special events
- Maintains and updates an Excel database of volunteer contact information.
- Monitors the volunteer hours worked log for accuracy and completeness.
- Schedules new volunteer orientation and other training sessions

SECONDARY JOB FUNCTIONS:

- Tallies volunteer hours for annual report
- Responds to volunteer inquiries
- Designs and prints volunteer nametags
- Greets and orients Village guests daily and at special events
- Accepts payments for program registrations and Village Store purchases

DESIRABLE KNOWLEDGE, SKILLS, AND ABILITIES:

- Possess outstanding verbal communication and writing skills
- Must be creative and possess a positive attitude
- Must work well with people of all ages

REQUIRED TRAINING AND EXPERIENCE:

- High School diploma or equivalent required. Additional training, college and experience is preferred.
- Training in SignUpGenius and Volunteer Match will be provided, as well as an orientation to current volunteer databases, policies and procedures. Experience managing volunteers is a plus.

TO APPLY:

Applications are available at www.troyhistoricvillage.org Submit completed application with resume to Troy Historic Village, 60 W. Wattles Rd. Troy MI 48098, Attn: Stephanie Suszek or email to apd@thvmail.org.
Application deadline: December 17, 2017.

The Troy Historical Society is an equal opportunity employer.