

**JOB DESCRIPTION  
TURTLE BAY EXPLORATION PARK**

**Position Title:** Special Events & Volunteer Coordinator  
**Reports To:** Development Officer  
**Department:** Development

**Status:** FT, Non-Exempt

**I. SUMMARY**

The Special Events & Volunteer Coordinator reports to the Development Officer and is a core member of the fundraising team.

**II. ESSENTIAL JOB FUNCTIONS**

The Special Events & Volunteer Coordinator's primary duties are:

1. **EVENTS.** Plan, execute, and manage the majority of Turtle Bay's fundraising events (including budgeting and reporting). *Excludes* Turtle Bay Auction.
2. **VOLUNTEERS.** Promote, Recruit, and Manage Turtle Bay's Volunteer Program.

Key to this position is the ability to be proactive, outgoing, and highly organized with excellent attention to detail. Must establish and maintain positive relationships with vendors, volunteers, donors, event staff, grantors, fellow employees and the public.

**1. Events**

- Serve as the primary member of Development team to budget, plan, promote, implement, and report on/analyze fundraising events.
- Supervise and foster positive relationships with all event committee volunteers.
- Conduct event-related "asks" to individuals and businesses. This includes: event sponsorship solicitation, requests for in-kind donations, negotiating vendor contracts and/or agreements.
- Responsible for achieving the projected revenue for each event as outlined in each event budget.
- Plan and execute 3 annual Turtle Bay fundraisers – not including the annual Auction.
- Serve as the primary member of the Development team to plan, promote, and implement all donor exhibition openings (approx. 3 per year).
- Supervise event committees and volunteers. Recruit new members when possible and help to "friend-raise".
- Smaller events and receptions as assigned.

**2. Volunteer Program**

Work to promote the volunteer program, receive and review inquiries from new, potential volunteers; arrange interviews; provide general park orientation and placement if appropriate, and time tracking and reporting for motivation and recordkeeping as detailed below:

**Recruitment**

Develop strategic recruitment plan based on staff needs. Receive staff requests for volunteers and recruit accordingly. Promote the volunteer program through outreach and partnership efforts throughout the community, searching for new ways to partner with businesses, schools, local work programs, etc. Produce and maintain materials for the volunteer program, including the Volunteer Handbook and job descriptions. Coordinate with Marketing & PR Manager to utilize media to recruit.

#### Screening and Placement

Conduct interviews and background checks (when appropriate) for incoming volunteers.  
Connect volunteers with appropriate department(s) for placement.

#### Training

Develop, coordinate & schedule general park training program for all incoming volunteers (adult and teen). Coordinate orientation to ensure the policies in the Volunteer Handbook are reviewed with all volunteers. Work with appropriate internal staff and/or external contacts to develop additional educational opportunities for volunteers.

#### Motivation

Ensure that “thank you” communications are sent to volunteers for all events—either by the department manager or by the staff requesting volunteer assistance. Develop, implement, evaluate an appropriate tracking system for hours worked by all volunteers, including database input, and reporting. Administer the volunteer incentive and recognition program, including name tags, reward pins, special trips, and other benefits. Continually evaluate the volunteer incentive program with staff and make adjustments as warranted.

#### Communication

Maintain ongoing weekly e-mail communication with active volunteers to inform them of current volunteer news, trainings and opportunities, as well as general Turtle Bay Park news and events.

#### Supervision

Organize and supervise volunteers at major special events such as Kool April Nites, Auction, Walk this Way, and other park-wide events as needed.

### **III. FUNDRAISING**

- Work to identify and secure event-related sponsors for event under-writing, in conjunction with the Development team and considering each event’s budgeted revenue goals.
- Assist with annual contributed income goals for individual and corporate sponsors through entry-level asks. Work with Development Officer each year to set goal.

### **IV. DEPARTMENT SUPPORT**

- Assist with outreach booths as needed.
- Provide backup assistance, as needed, to with process daily contributions and generate appropriate acknowledgments.
- Manage memorial/honorary bench program.
- Maintain confidentiality about donors, board members, staff, and other sensitive organizational issues.
- Possible grant research, writing, and reporting; and additional support to the Development team as assigned, with the objective of contributing directly to the organization’s short- and long-term fundraising goals.
- Additional duties as assigned.

### **V. STRATEGY & BUDGETING**

Oversee and manage development team efforts to plan, promote, budget and implement successful fundraising events. Regularly evaluate events to improve upon processes, activities, themes, etc. to continue to produce relevant and successful outcomes (participants and revenue). Successfully create, report, and maintain the Events and Volunteers budget.

## **VI. EDUCATION AND EXPERIENCE**

- Associate degree required. Bachelor's degree preferred.
- Minimum two (2) years demonstrated experience in professional event planning. Customer support/service experience is also a plus.
- Fundraising experience preferred. Prior experience in nonprofit setting desirable.
- Must demonstrate some supervisory experience/knowledge/aptitude.
- Database experience preferred (knowledge of Raiser's Edge, a plus).

## **VII. SUPERVISORY RESPONSIBILITIES**

- The Special Events and Volunteer Coordinator is responsible for supervision, delegation, and management of volunteers (in various volunteer roles), Turtle Bay staff (when working at events) and event volunteers (at events). Volunteers assigned to their various departments are supervised by that department's lead when they are performing department-specific duties. However, if volunteering at an event, the Special Events and Volunteer Coordinator has supervisory responsibility.

## **VIII. KNOWLEDGE, SKILLS, AND ABILITIES**

- Excellent organizational and customer service skills essential.
- Excellent interpersonal and communication skills, both written and oral.
- Strong computer skills necessary (Word, Excel, Raiser's Edge preferred).
- Flexible team player able to handle many projects simultaneously and meet frequent deadlines.
- Must be able to project the unique goals, vision, and mission of Turtle Bay to donors, prospective donors, volunteers, sponsors, and vendors.
- Previous experience in development a plus.
- Experience working with volunteers preferred.
- Background in a museum environment desired; knowledge of Turtle Bay Exploration Park preferred.
- Must be able to work independently or with direct supervision and able to work flexible hours, including evenings, weekends, and extended, as needed.
- Requires a valid California driver's license and ability to provide a clean DMV report upon request.

NOTE: These statements are intended to describe the general nature and level of work involved for this job. It is not an exhaustive list of all responsibilities, duties, and skills required of this job.

## **IX. INSTITUTIONAL RESPONSIBILITIES**

All staff members play an important role in supporting and advancing the Turtle Bay's mission and vision for our role in the community. As such, we seek candidates who will share our path to:

- Support the museum's mission to inspire wonder, exploration and appreciation of our world, and share our vision of TBEP as a vibrant gathering place where our community is strengthened through education, cultural engagement and economic growth.
- Uphold our core values in one's day-to-day work including playfulness, real-world experiences, interdisciplinary learning, community, lifelong learning, integrity, and sustainability.
- Contribute to a positive organizational culture based on respect, cooperation, professionalism and teamwork, as we strive together to achieve our mission and vision.

## X. ENVIRONMENT AND PHYSICAL REQUIREMENTS

### 1. How much on-the-job time is spent in the following physical activities?

	Never 0%	Occasionally 1-32%	Frequently 33-65%	Constantly 66-100%
Standing			X	
Walking			X	
Sitting				X
Talking, Hearing				X
Feeling, Fingering, Grasping				X
Climbing, Balancing		X		
Crouching, Crawling, Kneeling		X		
Reaching with Hands and Arms			X	
Tasting, Smelling		X		

### 2. Does this job require that weight be lifted or force be exerted?

	Never 0%	Occasionally 1-32%	Frequently 33-65%	Constantly 66-100%
Up to 10 pounds			X	
Up to 50 pounds		X		
Up to 100 pounds	X			
More than 100 pounds	X			

### 3. Does this job have any special vision requirements?

	Never 0%	Occasionally 1-32%	Frequently 33-65%	Constantly 66-100%
Looking at CRT				X
Color Vision (identify and distinguish colors)			X	
Peripheral, Depth Perception			X	
Ability to Adjust Focus			X	

### 4. How much exposure does this job have to the following environmental conditions?

	Never 0%	Occasionally 1-32%	Frequently 33-65%	Constantly 66-100%
Blood, Body Fluid		X		
Toxic Chemicals		X		
Moving Parts		X		
Electrical Shock Risk		X		
Explosives	X			
Fumes		X		
Extreme Cold (non-weather)	X			
Extreme Heat (non-weather)	X			
Severe Hot Weather		X		
Severe Cold Weather		X		

### 5. How much noise is typical for this job's work environment?

- x   Very Quiet (Example: Forest trail, isolation booth for hearing test) Quiet (Example: Library, private office)
- x   Moderate Noise (Example: business office with typewriters/printers, light traffic)
- Loud Noise (Example: Metal can manufacturing, large earth moving equipment)
- Very Loud Noise (Example: Jack hammer work, front row rock concert)