



# Volunteer Programs Manager

## *Position Announcement & Description*

### Position Overview

Integral to all aspects of the Mount St. Helens Institute, the Volunteer Programs Manager ensures the growth, sustainability, and excellence of MSHI's volunteer programs including climbing and hiking stewards, visitor center docents, trail and maintenance crews, event and education volunteers and special projects. Additionally, the position manages and facilitates the Volcano Naturalist Program, a 12-week naturalist certification course. The Volunteer Programs Manager is the primary point of contact for over 12,000 annual hours of volunteer time, contributed by over 300 dedicated and enthusiastic volunteers. This position demands a diverse and dynamic skill set. A successful candidate will possess the interpersonal skills to support and empower our community, the organizational skills to manage complex program logistics, and an appreciation for the unique place and meaning of Mount St. Helens. *For more information about these vibrant and growing programs and volunteer efforts, visit our website: [www.mshinstitute.org](http://www.mshinstitute.org). Join us in engaging people of all backgrounds in this dynamic landscape!*

### Position Details

**Position Type:** Full-time (40 hours/week), non-exempt

**Wages:** Hourly, starting between \$27.56-\$29.23 with full range of \$27.56-\$35.96

**Benefits:** Benefits include health insurance (100% employee, 50% spouse and dependents), Simple IRA retirement plan with 3% employer match, paid vacation with increased accrual based on years of continuous employment and paid sick leave

**Working Location:** Hybrid with at least one day per week from office in Amboy, WA required; regular travel throughout SW Washington

**Reporting Relationships:** Reports to Programs Director; supervises Seasonal Volunteer Programs Coordinator and volunteers

### Who we are:

- We are committed to advancing understanding and stewardship of the Earth through science, education, and exploration of volcanic landscapes.
- We are united in our common passion for Mount St. Helens and connecting folks of all backgrounds with science, the outdoors and each other.
- We value diverse perspectives, good challenges, adventure, fun, partnership, and community.
- We believe in the power of transformative partnerships to steward public lands.
- We are committed to working in a safe and inclusive environment free of discrimination.

All candidates applying for this position will be reviewed without regard to race, color, creed, religion, sex, age, national origin, veteran or marital status, sexual orientation, or disability. This institution is an equal opportunity provider. Review the Mount St. Helens Institute's [Diversity, Equity and Inclusion Statement](#).

### As the Volunteer Programs Manager, you will:

## **Manage Volunteers**

- Develop and manage on-going volunteer assignments that support Mount St. Helens Institute and our partners
- Nurture volunteer community through active listening, responsive communication, support and appreciation
- Maintain volunteer records database (Better Impact) to manage all volunteer reporting, volunteer paperwork, volunteer records audit, and program reporting
- Maintain, co-develop, and administer clear volunteer on-boarding strategies, including: recruitment, application process and orientation
- Collaborate with department staff and partners (US Forest Service, Washington Trails Association, State Parks, etc.) to support volunteer assignments and responsibilities
- Provide consistent communication with the volunteer community through monthly newsletters, website and print resources, site-visits, and email communications
- Manage volunteer program logistics and supplies including scheduling, radio coordination, safety, tools and equipment and other resources
- Plan and implement volunteer appreciation activities and events
- Work with the Programs Director to develop and evaluate annual programmatic goals and assessments to ensure on-going progress towards MSHI's strategic plan
- Manage program budgets with support from Programs Director

## **Train Volunteers**

- Develop, organize, and lead new volunteer orientations and role-specific volunteer trainings in collaboration with partners, covering topics such as volunteer responsibilities and logistics, volcano knowledge and interpretation, safety and risk management, public engagement, and equity, diversity, and inclusion
- Design and organize interpretive training opportunities and resources for volunteers

## **Manage the Volcano Naturalist Program**

- Organize and facilitate the 12-week Volcano Naturalist Program which includes evening online learning and weekend field trips
- Coordinate, schedule and coach guest presenters/instructors
- Recruit for and manage program registration
- participant coordination and communications
- Facilitate online classes and in-person field trips
- Develop and share online resources, recording videos, etc.
- Evaluate program and make necessary adjustments

## **Be a Leader**

- Collaborate with staff throughout Mount St. Helens Institute to meet short and long-term strategic goals; attended staff and committee meetings
- Integrate organizational Diversity, Equity and Inclusion goals into volunteer and community engagement efforts by cultivating inclusive and welcoming opportunities and by training and supporting our community to be ambassadors to all visitors and participants

- Build and maintain healthy working relationships with wide variety of government, tribal and nonprofit partners; ensure volunteer programs meet partner standards for compliance and safety
- Recruit, hire, coach and supervise the Seasonal Volunteer Programs Coordinator
- Represent the Mount St. Helens Institute at community events, workshops, and conferences

Other duties to support volunteer programs, partnerships, and the Mount St. Helens Institute will be assigned.

#### How and where we work:

- This is a full-time position with flexible Monday through Friday hours, and regular weekend and evening work
- This is a hybrid position with a minimum of one day in the office in Amboy, WA per week, and seasonally frequent travel throughout Southwest Washington in a personal vehicle with mileage reimbursement
- Regular office and computer work is required
- We work outdoors at accessible sites in a variety of weather conditions
- This position must be able to transport event supplies of up to 20lbs.
- Driving to locations around Mount St. Helens (up to 4 hours) is common. The Volunteer Programs Manager must possess a valid driving license
- The landscape that surrounds Lawetlat'la (Mount St. Helens) has been tended to and cared for by the ancestral and present day members of the Cowlitz Indian Tribe and the Confederated Tribes and Bands of the Yakama Nation through intentional reciprocal relationships since time immemorial. We acknowledge that we are guests on these lands and are honored to work closely with the Cowlitz Indian Tribe and support their connection to our programs

#### What you will bring:

This position demands a diverse and dynamic skill set. A successful candidate will possess the interpersonal skills to support and empower our community, the organizational skills to manage complex program logistics, and an appreciation for the unique place and meaning of Mount St. Helens.

- Enthusiasm for the mission of the Mount St. Helens Institute
- Commitment to and demonstrated leadership in diversity, equity, and inclusion, and environmental justice concepts, principles, and skills
- An understanding of the experiences and barriers affecting people marginalized in science, and outdoors recreation
- Thoughtful, diplomatic communication skills with the ability to navigate difficult conversations, resolve conflicts and build trust and confidence in others
- Excellent communication skills including public speaking, writing, editing and design
- Experience collaborating with a wide range of partners
- A self-starter approach with the ability to manage and prioritize multiple tasks and keep timelines
- Ability to think critically and creatively solve problems
- 2+ years of experience working with volunteers in a leadership role

- 2+ years of experience managing programs and/or people
- Prior experience in interpretation, environmental or outdoor education, or similar field
- Experience with online and in-person training and facilitation
- Computer skills including data system management, Microsoft Suite and Google Workspace, Canva and other design tools
- Excellent organizational and planning skills
- Ability to keep confidentiality
- Current certification as first aid/CPR trainer or willingness to obtain certification as part of paid professional development

*We know many candidates do not apply to jobs unless they meet all qualifications. If you meet most characteristics and believe you would bring the skills and approach we are looking for, we encourage you to apply.*

**How to Apply:**

Submit a PDF packet to [apply@mshinstitute.org](mailto:apply@mshinstitute.org) that includes the following:

- A resume
- A cover letter addressing your interest, skills and experience
- Three references; we will not contact references until after interviews.

Applications will be accepted until the position is filled. Application review will begin August 12, 2024. Please email Abi Groskopf, Programs Director at [abi@mshinstitute.org](mailto:abi@mshinstitute.org) with any questions.