



VOLUNTEER COORDINATOR

We are seeking a talented individual, motivated to share their passion and commitment as Volunteer Coordinator, to join our collaborative staff team. Help realize MONOVA's vision to be an inspirational and transformative community hub where the stories of North Vancouver's people, places and past come to life. An exciting period of growth and development will culminate in the opening of a 16,000 sf museum in The Shipyards District (opening late 2021) to complement the existing Archives location. The Museum's mission to engage, strengthen and inspire our community is rooted in four core values: Inclusiveness, Relevance, Creativity, and Community Engagement. MONOVA: Museum of North Vancouver will be highly interactive, with exhibits and programs that inspire discovery and encourage visitors to follow their interests, ask questions and share stories.

The Volunteer Coordinator will manage and maintain a volunteer program which ensures that MONOVA has well-trained volunteers for programs and activities. The Coordinator will create a positive and engaging experience for the volunteers, which will be felt by MONOVA volunteers, visitors and staff. The Coordinator will work with the volunteers regularly at the Museum and Archives locations, as well as in the community at special events. This position includes collaborating with MONOVA staff; responsibility for recruiting, training and scheduling a small group of volunteers; coaching and mentoring; and liaising with the community. We are seeking an energetic, positive individual who will report to the Manager of Business Operations and work closely with MONOVA staff. Individuals with a visitor-focused approach, experience working collaboratively and an interest in community engagement are encouraged to apply.

Summary of Duties

- Supervise a small group of volunteers who provide support to MONOVA's activities.
- Recruit, train and organize the volunteers; provide coaching and mentorship, and evaluate volunteer performance.
- Review volunteer protocols; maintain and recommend enhancements to the volunteer program; provide input to and monitor the annual volunteer program budget; and contribute to the annual business plan as it relates to volunteers.
- Collaborate with MONOVA staff; professionally and capably represent the organization to the community; and liaise with the peer-to-peer professional volunteer management community.
- Schedule volunteers; maintain volunteer records, statistics and other data as required.
- Lead volunteer appreciation efforts for the organization on both a formal and informal basis.

Desired Experience, Qualifications and Skills

- Completion of a post-secondary program in a discipline related to the work including Super Host Customer Service Training, plus professional designation or certification in volunteer management preferred and sound related experience; or an equivalent combination of training and experience.

- The ideal candidate will enjoy collaborative teamwork, be self-motivated, highly organized and accurate with supervisory experience.
- Self-sufficient in office administrative tasks, including record-keeping, preparing presentations and working with the MS-Office suite of applications including Outlook, Word, Excel and PowerPoint.
- Sound knowledge of the principles, practices, and standards related to volunteer coordination and volunteer program development.
- Knowledge of MONOVA events and programs.
- Ability to recruit and define individual skills, attributes and goals.
- Ability to plan, schedule, mentor and supervise the work of volunteers of all ages and abilities.
- Ability to understand volunteer and business needs, and develop and provide training.
- Ability to implement policies and rules and evaluate and recommend changes to the volunteer program.
- Ability to communicate effectively and to deliver engaging presentations.
- Ability to develop and maintain effective working relationships with a wide variety of contacts both within the museum and in the community.
- Ability to prepare and maintain a variety of materials related to the work such as records, schedules, statistics and other data files.
- Criminal record check required.

Salary: \$27.50 per hour (PG16-1, 2021 rate), Auxiliary

Start Date: June 2021

Schedule: Approximately 25 hours per week; some weekends and evenings.

Please apply to:

Laurel Lawry, Manager of Business Operations
North Vancouver Museum & Archives
3203 Institute Road
North Vancouver, BC V7K 3E5

Interested applicants should submit a cover letter and résumé submitted by e-mail to info@monova.ca indicating “Volunteer Coordinator” and your name in the Subject line by Friday, May 28, 2021 at 5:00pm PST. The cover letter should provide concrete examples that illustrate how they meet the education and experience aspects listed in the Desired Experience, Qualifications and Skills.

MONOVA believes that the benefits of an inclusive approach enhances creativity, diversity and innovation, and will build a workforce representative and reflective of the communities we serve. We are committed to developing a work environment and recruitment process that are inclusive and barrier-free. Please advise if accommodation measures must be taken to enable you to apply and be assessed in a fair and equitable manner. MONOVA is an equal opportunity employer and we encourage women, BIPOC, LGBTQ2S+ and people with disabilities to apply.