

POSITION: Volunteer Manager
ORGANIZATION: Illinois Holocaust Museum & Education Center
REPORTS TO: Assistant Director of Education
LOCATION: Skokie, IL

MISSION STATEMENT

The Illinois Holocaust Museum & Education Center is dedicated to preserving the legacy of the Holocaust by honoring the memories of those who were lost and by teaching universal lessons that combat hatred, prejudice, and indifference. The Museum fulfills its mission through the exhibition, preservation, and interpretation of its collections and through education programs and initiatives that foster the promotion of human rights and the elimination of genocide.

BACKGROUND

The founding principle of the Illinois Holocaust Museum & Education Center (IHMEC) is Remember the Past, Transform the Future. IHMEC uses the history and lessons of the Holocaust to transform the future - to equip students, educators and the public with knowledge, skills, and courage to take a stand for humanity. From simple beginnings, the organization has grown to become the 3rd largest Holocaust Museum globally, 2nd largest in the United States, and an internationally recognized leader in the fields of the Holocaust and museum education.

The Museum currently welcomes and touches the lives of approximately 200,000 each year, and thousands more virtually. Visitors are empowered to become Upstanders for social justice, to speak out against genocide, and to lead by example. We teach the lessons of the Holocaust through cutting-edge exhibitions, innovative public programming, inspiring student leadership days, premier educator professional development opportunities and meaningful Law Enforcement Action in Democracy programs. Special exhibitions and programming go deeper into the aspects of the Holocaust and broader into other areas of human rights.

As a key member of the Museum team, the Volunteer Manager will oversee an engaged and passionate volunteer cadre that provides meaningful impact, fostering relationships with the organization and strengthening community connections.

THE POSITION

Reporting to the Assistant Director of Education, the Volunteer Manager supervises volunteers, recruiting, training, evaluating, retaining, and recognizing our vital volunteer program which includes Docents and Visitor Service volunteers. Visitor Service volunteers work in the Museum with the public and includes Admissions, Information Desk, facilitation of our Virtual Reality and Holographic Theater experiences, and help in our gift shop. Docents provide guided tours for student field trips, adult group tours, and the general public through Museum exhibitions.

Major Responsibilities:

- Schedule docent volunteers for all tours, including student field trips, adult group tours, and public drop-in tours.
- Manage and track volunteers, availability and scheduling through volunteer database system
- Secure Visitor Service Volunteers as needed for empty shifts

- Recruit volunteers through local media, web, social media, and outreach
- Work with management to develop a system of volunteer benefits and recognition program, along with planning of Annual Volunteer Appreciation event
- Update volunteer handbook for volunteer use that provides museum information, scheduling procedures, job descriptions and expectations
- Work to keep volunteers properly informed about the Museum and their duties, through orientation meetings, group meetings, manuals, emails and phone calls
- Work with appropriate staff to ensure Visitor Service volunteers are properly trained in their area of service; and conduct regular enrichment opportunities for volunteer professional development
- Conduct a periodic evaluation of volunteers
- Perform other related duties as required

QUALIFICATIONS

- Previous volunteer management experience strongly preferred
- A cheerful and positive attitude
- Reliable with a strong work ethic
- Ability to problem solve
- Welcoming to a diverse cohort of volunteers
- Demonstrated ability to communicate, motivate, lead and relate effectively to a variety of people
- Demonstrated ability to work independently in a fast-paced, team-oriented environment, and work collaboratively across departments
- Computer proficiency in Microsoft Suite, with ability to learn and use volunteer database software
- Physical capability to sit, stand, walk, climb, bend, stoop, lift or move materials; lift up to 25 pounds and reach high shelving; and function in high-energy environment throughout the day

TRAINING

Training will be provided by IHMEC staff and will include an overview of the volunteer functions of the Museum. Specific training will be provided on all equipment and databases. Other specialized training may be needed from time to time for computer updates, special events and/or educational programming.

TO APPLY

People of color, women-identified people, LGBTQ+ people, and people with disabilities are strongly encouraged to apply.

Interested applicants should email a cover letter and resume to jobs@ilhmec.org

Illinois Holocaust Museum & Education Center is an equal opportunity employer and is committed to creating an inclusive environment for all employees.