



POSITION ANNOUNCEMENT/DESCRIPTION

Midland Center for the Arts Midland, MI

Position Title: Volunteer and Engagement Coordinator

Supervisor: Chief Operating Officer (COO)

Classification: Full-Time Exempt

Compensation: \$42,000 - \$46,000

Last Updated: April 2024

About Midland Center for the Arts

The Midland Center for the Arts is a cultural destination where people find meaning and connection in their busy lives. One of Michigan's largest non-profit arts organizations, the Center is a unique cultural complex located in the city of Midland, Michigan. The 275,000SF facility encompasses an auditorium theater (1500 seat) that presents touring Broadway and national artists and entertainers, a mid-sized theater (400 seat) for touring programs and locally-produced theater, a four-story hands-on, interactive museum of science and art, a historical campus, and an in-house community theater and professional regional symphony.

World-class entertainment and programming begins with sharing the stories and experiences that look like the world. At Midland Center for the Arts, we strive to create a workplace and patron experience where all people feel welcome and engaged. Our organization celebrates diversity in all of its forms while pursuing our mission as the cultural destination for the Great Lakes Bay Region. Our work reflects our community and our values as an inclusive and accessible home for art, science and history exploration. Our organization is committed to including voices of those varying in abilities, ages, ethnicities, gender identities & expressions, races, religions, sexual orientations, and socioeconomic backgrounds.

Position Concept:

The Volunteer and Engagement Coordinator will be a key public-facing role responsible for recruiting, training, scheduling, and supervising a team of dedicated volunteers within various areas of the Center. The Volunteer and Engagement Coordinator will be the first point of contact for all volunteers and will work with Center team to ensure a mutually-positive experience. The Volunteer and Engagement Coordinator will engage with current and prospective volunteers to better understand their skills, interests, and passions and will work to align these in service of the mission of the Center: to be a place where people find meaning and connection in their lives.

Duties and Responsibilities:

- Work regularly with Center staff to assess volunteer needs and opportunities.
- Develop and maintain short and long-term volunteer recruitment and retention plan.
- Cultivate a comprehensive list of volunteer opportunities of varying size, scope, and duration.
- Ensure prospective volunteers have completed appropriate paperwork and background checks.

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- Train, or when appropriate, coordinate with appropriate Center staff to ensure volunteers are sufficiently prepared for volunteer experience.
- Attend, and when applicable, make presentations, at public events discussing Center programs and opportunities.
- Attend designated volunteer-focused council meetings
- Maintain consistent database of volunteers
- Track volunteer hours and ensure accuracy within Better Impact (software)
- Implement, manage and maintain volunteer recognition program
- Organize annual volunteer appreciation festivities
- Establishes strong relationship with organizations which may be able to help recruit volunteers for the Center.
- Ensure all volunteers receive DEIA and other required trainings.
- Effectively manage volunteer concerns and complaints.
- Coordinate and lead the planning for appreciation events for volunteers.
- Create formal policy and structure for volunteer appreciation gifts.
- Work with local businesses seeking volunteer opportunities for their employees.
- Coordinate prospective volunteers with appropriate Center staff to facilitate experience
- Work with Center staff to ensure a safe, positive volunteer experience
- Coordinate with hospitality and operations teams to ensure sufficient volunteer ushers and support staff for performances and events.
- Attend all required meetings and training including but not limited to IT trainings, HR trainings, and DEIA trainings.
- Work with education and programming teams to coordinate engagement-related activities affiliated with select performances and projects.
- Ability to work evenings and weekends.
- Other duties as assigned

Preferred Knowledge and Experience:

- Fluency in Microsoft Word and Excel
- Strong organizational and communication skills – both verbal and written
- Effective ability to multi-task
- Comfort and skill in public-speaking
- Ability to think innovatively and solve problems
- Service-oriented mindset