



HONOLULU MUSEUM OF ART JOB DESCRIPTION

Job Title:	Volunteer Coordinator
Department:	Human Resources
Supervisor:	Director of Human Resources
Employment Status:	Full-Time
FLSA Status:	Non-Exempt
Work Hours:	Monday-Friday 8:00am – 5:00pm. Some evenings and weekends
Issue/Reissue Date	04/14/2022

Job Summary:

Under the general direction of the Director of Human Resources, the Volunteer Coordinator plans, organizes, implements, and manages a coordinated, museum-wide volunteer program; the coordinator interacts with all operational and programming areas of the museum to ensure a consistent volunteer experience. This position also supports the Human Resources Department with general administration tasks such as talent management, benefits enrollment, and records management.

About HoMA, the Honolulu Museum of Art:

Opened in 1927, the Honolulu Museum of Art is a home for art and education created for the benefit of the entire community. Originally established as the Honolulu Academy of Arts, founder Anna Rice Cooke envisioned a museum that would bring people together through the power of art and “the deep intuitions that are common to all.” The museum was conceived of as a place of meaningful exchange and dialogue, celebrating the diverse artistic and cultural traditions of Hawai‘i’s multi-ethnic population. From this founding intention grew the museum of today, with a world-class encyclopedic collection of more than 55,000 works of art, representing a stunning breadth of places and eras, from all corners of the globe and from the ancient past to the present day. Over the decades, the museum has become known for its strong tradition of art classes and community engagement, both inside the walls of the museum and beyond. In 2011 the Honolulu Academy of Arts merged with the dynamic and vibrant Contemporary Museum, reinvigorating the museum’s contemporary holdings and ushering in an opportunity for renewed commitment to the art of our time. The Honolulu Museum of Art was born.

With a dynamic global art collection and a dedication to innovative exhibitions and engagement with contemporary artists, HoMA strives to create a broad range of meaningful art experiences that are inclusive and accessible. Over the past century, the museum’s permanent collection has grown from 500 works to more than 55,000 pieces spanning 5,000 years. The Museum has one of the largest single collections of Asian and Pan-Pacific art in the United States, including an unrivaled collection by artists of Hawai‘i. The collection also contains significant holdings in European and American paintings, sculptures, and decorative arts; 19th- and 20th-century art; an extensive collection of works on paper, textiles, decorative arts; and traditional works from Africa, Oceania, and the Americas. Other highlights include the Samuel H. Kress Collection of Italian Renaissance paintings and the James A. Michener Collection of Japanese ukiyo-e prints. Contemporary Art from around the world has an established and growing presence in the Museum’s permanent collection.

Education has been an integral part of HoMA since its founding, and the Learning & Engagement department supports the Museum vision by advancing knowledge and fostering a thirst for creative thought, agency, and artistic excellence. Programs, which range from classes and lectures to tours and workshops, are designed to inspire and spark wonder in people of all ages and skill levels. Through Learning & Engagement initiatives, HoMA strives to instill a love and appreciation for art in children at an early age, promote a culture of lifelong learning, and foster artistic excellence and support a healthy arts ecosystem in Hawai‘i.

As HoMA approaches its centennial in 2027, it is poised to embark on a new chapter guided by a renewed vision and Strategic Plan that focuses on HoMA’s core purpose: to be a home for art and education that exists for the benefit of the entire community, presented in a setting that prioritizes beauty, harmony, and promotes learning, self-awareness and connection. With acknowledgment of HoMA’s history and purpose at the forefront, the Strategic Plan charts a course for HoMA’s next chapter in a

rapidly changing world. It will transform HoMA into a relevant and sustainable 21st century museum where people of all ages and from all walks of life will be invited in and reinforce HoMA's ability to bring the art of the world to Hawai'i and the art of Hawai'i to the world.

Minimum Qualifications:

- College degree or an equivalent combination of education, training, and experience.
- Two years of experience overseeing a volunteer program.
- Experience in volunteer program development and implementation through volunteering, sourcing, and recruitment.
- Basic understanding of museums or non-profit organizations.
- Proficiency with MS Office. Outstanding communication, active listening, and interpersonal skills.
- Ability to handle data and information with confidentiality.
- Excellent time management skills.
- Ability to think strategically, deliver results, facilitate and influence others, and problem solve beyond temporary solutions.
- Ability to: establish and maintain working relationships with staff, volunteers, and members of the public; exercise tact and diplomacy at all times; and demonstrate an understanding of protocol and sensitivity to cultural diversity needs.
- Ability to motivate a diverse group of volunteers, providing consistent, equitable, and ongoing recognition for their service, and highlighting volunteer contributions to the museum staff.

Desired Qualifications:

- Understanding of Honolulu Museum of Art's (HoMA) established identity and dedication to advancing it.
- Highly intelligent self-starter who is committed to the museum's mission and values.
- Traits of honesty, integrity, enthusiasm, and perspective; a very strong work ethic, supported by commitment and follow-through.
- Intelligent self-starter who is committed to the museum's mission.
- Proven ability to lead and build the capabilities of a driven, bright, diverse team, as well as develop a top-notch work and volunteer force.
- The traits of honesty, integrity, enthusiasm, and perspective; a very strong work ethic, supported by commitment and follow-through.

Core Competencies:

- Adaptability
- Business Acumen
- Change Management
- Effective Communicator
- Cost Consciousness
- Initiative and Judgment
- Planning and Organizing
- Professionalism
- Problem Solver
- Technology savvy

Essential Duties:

- Assesses opportunities related to volunteerism and designs a comprehensive plan to attract, engage, evaluate, and recognize a large, institution-wide, multi-role volunteer program.
- Assesses and responds to volunteer inquiries about volunteering and coordinates recruitment strategies. Responsible for aiding in the retention of volunteers by ensuring a quality experience through relationship building, implementation of volunteer retention programs, and organizing volunteer recognition events.
- Develops standard operating procedures and cross-program training. Collaborates with all departments to identify available opportunities for program capacity building, including development of volunteer opportunities.

- Designs, executes, and maintains the internship program, creating straightforward consistent measurements of success.
- Responsible for resolving issues that volunteers encounter. Works directly with the appropriate staff member(s) to determine the cause of these issue finding resolutions. Sets policy expectations and best practices for staff and volunteers and follows up with volunteers and staff regarding prior questions.
- Conducts new volunteer orientations: introduces new volunteers to museum, staff and other volunteers; trains the volunteer in museum policies and procedures to ensure a positive volunteer experience; and ensures volunteers receive appropriate ongoing training.
- Gathers information about volunteers' skills, availability, and goals; matches volunteers with appropriate opportunities based on departmental needs.
- Regularly communicates with volunteers to ensure placement is a good fit for their skills and goals.
- Schedules, coordinates, and assigns volunteers to appropriate departments, supervisors, and/or mentors.
- Maintains physical and digital files, records, applications, and other data concerning volunteer program.
- Coordinates with necessary departments on an annual volunteer appreciation and recognition events including planning, implementing, and staffing.
- Attends various events and programs throughout the year to provide tools and resources to manage volunteers.
- Inputs and tracks volunteer hours into museum volunteer database (Tessitura).
- Develops and documents policies and procedures relevant to volunteer operations in alignment with HoMA's institutional policies.
- Assembles and analyzes relevant data, and prepares and delivers weekly, monthly, and other reports as requested, detailing volunteer activities.
- Stays abreast of industry standards and best practices.
- Participates in museum-wide task forces and project committees, including exhibitions and programs on an as-needed basis.
- Performs other related duties as assigned to support the Human Resources Department and Volunteer Program.

Traits and characteristics:

- Traits consistent with HoMA's values, which include honesty, integrity, enthusiasm, and perspective.
- A very strong work ethic, supported by commitment and resolve.
- Must be bright, diplomatic, analytical, of the highest integrity, and possess sound judgement.
- Needs to be a proactive problem solver.

Working Conditions and Atmosphere:

The Volunteer Coordinator works with minimum supervision. Work will often be performed with short deadlines and situations sensitive to the Museum. Regular office hours are required. Due to the nature of the responsibilities, evening and weekend work is sometimes required, and at times may be on an emergency basis.

Diversity, Equity, Accessibility, and Inclusivity:

HoMA welcomes people from all backgrounds and walks of life, and this is reflected in our diverse community of employees. We encourage applications from candidates across a wide variety of backgrounds, including, but not limited to, people of all races and ethnicities, people with disabilities, women, veterans, and all members of the LGBTQ community.

Equal Employment Opportunity:

HoMA is proud to be an equal opportunity employer and is committed to providing equal opportunity for all employees and applicants. HoMA recruits, hires, trains, promotes, compensates, and administers all personnel actions and benefit programs without regard to race, color, ancestry, religion, sex, including pregnancy and gender identity and expression, national origin, age, disability, sexual

orientation, reproductive health decisions, marital status, arrest and court record, citizenship, credit history, military and veteran service, victim of domestic violence or sexual abuse victim status, genetic information, or any other characteristic protected by applicable federal, state or local law.

The statements contained herein describe the scope of the responsibilities and essential functions of this position but should not be considered to be an all-inclusive listing of work duties and requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

HoMA maintains a policy of nondiscrimination in all employment practices and decisions, ensuring equal employment opportunities for all qualified individuals. This applies to both HoMA employees and applicants for employment with the Museum. Any form of harassment of any employee because of any protected status is also prohibited.