

## GENERAL PURPOSE

Provides executive support to volunteer and docent programs in Waimea Valley. Conducts outreach to recruit volunteers. Designs and implements special projects, as assigned by the Executive Director and Assistant Executive Director of Support Services, to improve organization and office efficiency.

## ESSENTIAL DUTIES & RESPONSIBILITIES

1. Volunteer and Docent Support: Recruits, screens, and assigns volunteers and docents to various programs and provides hands-on support, supervision, and training. Coordinate and conduct new volunteer and docent orientation and training. Works with the Executive Director and Assistant Executive Director of Support Services to develop standards of conduct and training programs for volunteers and docents. Responsible for coordination and supervision of all records, waivers, and logistics for volunteer and service-learning programs. Responsible for coordination and supervision of docents, volunteers, and volunteer groups and providing hands-on support, supervision, and training. Coordinates and communicates with the botanical, cultural programs, conservation, retail & visitor services, and facilities departments to create valuable projects for volunteers and the Valley. Works with the Executive Director and Assistant Executive Director of Support Services to develop recognition and appreciation programs for volunteers and docents and coordinates such efforts. Encourages Hi`ipaka staff to support volunteers. Works with the Executive Director and Assistant Executive Director of Support Services to resolve any problems involving volunteers.
2. Community Outreach: Participates in outreach to social, civic, and local organizations, as well as individuals, about volunteer, docent programs, and activities in Waimea Valley as assigned by the Executive Director and Assistant Executive Director of Support Services.
3. Special Projects: Works with the Executive Director and Assistant Executive Director of Support Services in the identification and implementation of special projects to improve organizational efficiency and operations. Conducts research and analysis and makes recommendations on project implementation to address issues affecting organizational performance and efficiency. Conducts research and solicits price quotes for special projects. Completes other assignments to improve office organization and office operations.

4. Positive and meaningful visitor experience and service are core values in the management and stewardship of Waimea Valley. It is highly encouraged that staff possesses cultural knowledge and practice to facilitate this mission with hospitality, sincerity, and aloha.

5. Regular attendance on a daily basis is required for this position.

#### OTHER DUTIES/RESPONSIBILITIES

1. Provides office support as needed.

2. Participates in community events and/or public relations activities as directed by LLC Managers and/or Executive Director.

3. Performs other duties as assigned by Executive Director.

#### KNOWLEDGE, SKILL AND ABILITY

1. Must be people-oriented and able to work well with others.

2. Must be an excellent communicator with the ability to communicate (orally and in writing) to a wide range of people. Must feel comfortable with public speaking.

3. Must be able to type a minimum of 45 words per minute and have good knowledge of computers, including Microsoft Office, scheduling, and spreadsheet software packages.

4. Must be organized, a self-starter, and an effective planner. Must exercise independent judgment to prioritize projects and respond to situations as they arise without direct supervision.

5. Must project a professional demeanor.

6. Must have a valid driver's license.

#### EDUCATION, TRAINING AND/OR EXPERIENCE

1. A Bachelor's degree in Social Sciences, Communication, or a related field, or equivalent work experience, is required.

2. Experience in recruiting and training is highly desired.

3. Experience as a volunteer/docent and/or in working with volunteers/docents is highly desired.
4. Familiarity with basic computer programs (Excel, Outlook, Microsoft Word preferred).
5. Working knowledge of Hawaiian history and culture preferred.

#### MATERIAL OR EQUIPMENT DIRECTLY USED

Computer, calculator, typewriter, telephone, copy machine, fax machine, and other office equipment as required.

#### MENTAL DEMANDS

1. Must be able to coordinate and organize a large volume and wide variety of different operations and tasks with in time limitations.
2. Requires the ability to read and perform basic mathematical calculations.
3. Requires concentration, alertness and attention to detail.
4. Must be able to exercise discretion and independent judgment.
5. Wide degree of creativity and flexibility is expected.
6. Must be able to perform under stressful conditions.
7. Must maintain a friendly and helpful demeanor at all times.

To apply, please visit: <https://www.waimeavalley.net/jobs>