



Job Description

Community Engagement Manager **40 hrs/week (1.0 FTE)**

Core Responsibilities

The Community Engagement Manager is the public face and front-line staff for Willamette Heritage Center (WHC). This role has three essential functions: to welcome, greet, and begin tours for visitors; recruit, train, and coordinate volunteers; and coordinate and manage WHC signature events.

Volunteer Coordination (35%)

- Potential volunteers: Field incoming volunteer applications and inquiries, schedule and conduct interviews including references and background checks and follow up.
- New volunteers: provide and explain paperwork and policies; conduct WHC orientation; record information in database and maintain files; check in periodically to ensure a satisfactory fit for both volunteer and WHC supervisor.
- Current/established volunteers: Provide support to volunteers; field general questions; act as a first line of support; advocate for volunteer interests within the organization.
- Demonstrators: Serve as the liaison to fiber arts demonstrators; serve as the liaison to blacksmiths and ensure proper protocol is followed.
- Recruitment: Regularly assess volunteer needs in all WHC departments; advertise WHC volunteer opportunities to area organizations; establish connections with leaders of area organizations to expand potential volunteer pool; attend volunteer fairs and promote the WHC in the community.
- Miscellaneous: Maintain volunteer records in WHC database, including hours, contact information, and status changes; communicate information about the annual Volunteer Passport program; contribute to newsletter.
- Coordinate Annual Volunteer Recognition & Volunteer Appreciation Luncheon.

Orientation Center (30%)

- Manage Orientation Center and visitor statistic tracking and reporting.
- Recruit, train and supervise Orientation Center Volunteers.
- Maintain museum events calendar and other visitor centered communications.
- Maintain store merchandise inventories including tracking of existing stock, re-ordering items and identifying potential new merchandise to carry.
- Primary trainer and back-up for Orientation Center volunteers including coordinating museum tours, operating cash register, monitor WHC information email correspondence and answer phones.
- Produce monthly schedule for Orientation Center volunteers.
- Liaise with Travel Salem to promote institution as travel destination.
- Advocate for visitor experience and accessibility through service on the Facilities Advisory Committee, periodic walkthroughs of site, and active monitoring of website and other WHC communication hubs.

Signature Events (35%)

- Organize, plan, and chair Signature Event Committee Meetings.
- Recruit, instruct, coordinate, and manage volunteers and demonstrators for all WHC Signature Events: Magic at the Mill, Sheep to Shawl, Fall Gala, and any additional one-time events.
- Reach out to community and school group leaders to disseminate volunteer information to members and/or to schedule times to present volunteer opportunity to groups.
- Plan and organize volunteer hospitality; post-event thank you cards and acknowledgements.
- Oversee volunteer check-in and act as first line of volunteer support during event.
- Prepare and chair event debrief, update procedures as needed.

Other duties as assigned.

Required Skills & Abilities

- Organize and prioritize multiple tasks simultaneously.
- Proficient in Microsoft Office Suite, copy machine, and multi-line telephone system.
- Meet and greet the public in a friendly and courteous manner with a customer-service attitude.
- Self-motivated
- Oversee projects through completion and without direct supervision.
- Occasionally work evenings, weekends, and holidays.
- Maintain composure while working under pressure.
- Effective communication skills, both oral and written.
- Lift/carry up to 20 lbs.
- Use a stepladder.

Employment Terms

- Must pass a criminal background check
- Reports to the Executive Director
- 40 hours per week/Hourly
- Core hours: Tuesday-Saturday, 8:00am to 5:00pm with occasional evenings & weekends