

## Job Posting: Volunteer & Visitor Experience Manager

If you are passionate about education, community development, customer experience and working with volunteers, this could be the position for you.

**Hours:** 37.5 hours/week (Tuesday to Saturday)

**Location:** Shaw Ocean Discovery Centre (9811 Seaport Place- Sidney, BC)

**Salary Range:** \$40,000 – \$43,000

The Shaw Centre for the Salish Sea is searching for an inspirational environmental leader to fill the newly created position – Volunteer & Visitor Experience Manager. The successful candidate will be responsible for recruiting, training, managing and scheduling volunteers and front desk/retail staff. He or she will work closely with the Director of Learning and will report to the Deputy Director, Operations. The ideal candidate will have a strong background in management, volunteering and customer service, experience working in the not-for-profit sector and a dedication to marine conservation and education.

The Shaw Centre for the Salish Sea is a not-for-profit organization that relies heavily on a broad base of volunteers and recognizes the importance of exemplary customer service. The Volunteer and Visitor Experience Manager will help to encourage community engagement, enhance volunteer involvement and foster a cohesive team working environment within the Centre. We are also looking for someone who has the following abilities: Ability to work independently as well as in a team, ability to organize large scale events such as volunteer appreciation nights and enrichment opportunities and a strong ability to network.

**This role will include, but not be limited to, the following duties:**

- Support consistent standards of practice in recruitment, training, evaluation, coordination and retention of staff and volunteers.
- Develop a comprehensive volunteer training program and set of expectations.
- Research and set up volunteer management software and support volunteers in using this software.
- Manage schedule and provide training for front desk and retail staff.
- Work with the Director of Learning to book school programs and group events.

The ideal candidate will hold a university degree or other post-secondary education, or equivalent work experience in community relations, not-for-profit or sales management, environmental education, volunteer management or a related field. Qualified applicants are invited to submit a cover letter and resume to Leah Thorpe, Deputy Director, Operations at [leah.thorpe@oceandiscovery.ca](mailto:leah.thorpe@oceandiscovery.ca) by **March 21, 2016.**

**Note:** Interviews may begin prior to the closing date. Only those applicants who are shortlisted for an interview will be contacted.