



September 11th Families' Association 9/11 Tribute Museum

Job Posting

Job Title: Volunteer Program Outreach Manager
Reports to: Program Director
FLSA Status: Exempt - Manager
Status: Regular Full-time

The 9/11 Tribute Museum is seeking an Outreach Manager to recruit volunteers who will share their inspiring personal stories with the public in our galleries and as guides on the 9/11 Memorial.

SUMMARY

The Volunteer Program Outreach Manager is responsible for using the story of the 9/11 Tribute Museum and its value to recruit volunteers and develop new and strategic partnerships with corporations and other organizations that offer service opportunities for employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES.

- Communicate the story of the 9/11 Tribute Museum and its value to prospective volunteer groups.
- Establish and manage strategic outreach plan to match programing goals for volunteers, exhibitions, events and public programs.
- Recruit a minimum of 100 new volunteers with a 9/11 connection annually for training to share their story with visitors.
- Attend various events to recruit new volunteers; including unions meetings, retiree groups' functions, and community based events.
- Establish relationships with and engage various 9/11 Family Associations and groups in order to recruit family members of those lost on September 11th.
- Assist volunteers with the development of their 9/11 story, and support various Tribute Museum related storytelling programs.
- Help facilitate bi-monthly weekend volunteer trainings
- Act as development coach and assist volunteers with the storytelling process.
- Develop and implement a strategic plan for reengagement with inactive docents.
- Collaborate with Volunteer Program Staff on various projects including outreach to family members and newly trained volunteers.
- Working with the Director of Development, nurture ongoing relationships with corporations that currently support Tribute and develop relationships and new programs with 9/11 focused companies that have returned to the WTC Area.
- Coordinate partnerships for the Day of Service & Remembrance with Director of Development.
- Develop flexible digital and print recruiting materials that are specific to different constituent groups to recruit new guides.
- Responsible for coordinating with webmaster to ensure targeted social media messaging relating to the volunteer outreach program is current, this includes updating events, writing articles for newsletters and contributing to a blog.
- Provide support at 9/11 Tribute Museum as needed.
- Additional tasks may be assigned as needed.

MINIMUM QUALIFICATIONS

- Bachelor's degree (B.A.) from an accredited college or university or equivalent work experience required.
- Demonstrated successful track record as a recruiter (minimum 3 years); positive reputation as a relationship builder.
- Program management, supervisory and leadership experience required.
- Strong interviewing and interpersonal skills required.
- Passionate and positive attitude required.
- Excellent written and verbal communication skills required.
- Must be a self-starter with an ability to plan and implement major initiatives.
- Must possess an outgoing, warm personality and the ability to balance the gravity of the subject matter of the Tribute Center by sustaining a lively and inviting program.
- Ability to communicate effectively with colleagues, prospective volunteers, and members of the public.
- Ability to perform well in a fast-paced, team oriented and fun environment.
- Flexibility required; must be available on weekends and evenings.
- Ability to identify and solve problems; excellent analytical and organizational skills;
- Exercises discretion; effective in the appropriate handling of confidential information at all times.
- Working knowledge of MS Office software required, with emphasis on Word, PowerPoint and Excel required.
- A connection to the events of 9/11 is a plus.
- Bilingual skills are a plus.
- Must be legally authorized to work for any employer in the United States without sponsorship.

SUPERVISORY RESPONSIBILITIES

Responsibilities include interviewing, hiring, training and evaluating volunteers. Develop programming support and maintain relationships to achieve goals.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand; walk; sit; and use hands to finger, handle, or feel. The employee is frequently required to climb or balance and talk or hear. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

HOW TO APPLY

In order to receive proper consideration, submit your resume in confidence including the job title using one of the following methods:

Preferred Method: Electronically submit your resume and cover letter to hr@911families.org
Please put job title in the subject line.

US Mail:

September 11th Families' Association - 9/11 Tribute Museum
92 Greenwich St.
New York, NY 10006
Att: Human Resources

Please visit our website at <http://911tributemuseum.org/>

NO PHONE CALLS PLEASE

The September 11th Families' Association - 9/11 Tribute Museum is an Equal Opportunity Employer committed to workforce diversity.