



Position Title: Team Development Coordinator
Department: Team Development
Reports to: Director, Team Development
FLSA Classification: Full time, hourly, non-exempt (Work week: Tuesdays-Saturdays)
Hourly Wage: Commensurate with experience and education

Job Summary

MOSAC's Team Development department facilitates team satisfaction, communication, and engagement throughout the organization. The Team Development Coordinator provides support to the Director of Team Development to ensure the department is organized and operates smoothly to attract, hire, engage, and retain MOSAC team members (both employees and volunteers).

Duties/Responsibilities

We are looking for someone to undertake a variety of duties in this department, including:

- Providing administrative support for Team Development
- Acting as the liaison between Team Development and employees and volunteers, ensuring smooth communication and prompt resolution of requests and questions
- Supporting interdepartmental communication
- Uniform management: ordering, distribution, records

WITH VOLUNTEERS:

- First day greeting for volunteers, providing T-shirt and nametag, showing them how/where to sign in and to stow jackets/backpacks, and getting them acclimated and situated in their volunteer assignment for the day, explaining use of QR code for theater bookings and checking in again with them a bit later in their shift
- Greeting, thanking and maintaining friendly relationships with volunteers (checking in with them at some point during their shift)
- Communicating with volunteers
- Working with the Director to schedule volunteers
- Keeping volunteer binders organized and up-to-date, including applications, proof of vaccinations, background checks and volunteer sign in sheets
- Monthly recording of volunteer hours
- Solid understanding and management of volunteer software
- Management of weekly special needs volunteer, including checklist, checking in, etc.
- Able to prepare materials, organize, manage and deliver volunteer trainings in rotation with Director
- Learn general knowledge of the museum, and more specific knowledge of exhibit areas, what guests need and how to keep volunteers engaged and enhancing the guest experience
- Working with Mail Chimp (online email marketing service), especially in data input of new potential volunteers and moving names from one category to another when needed
- Keeping flash cards for volunteer positions current

WITH PAID STAFF:

- Onboarding new employees (from assembling packets through assimilation)
- Working with Finance Dept. to get new employees set up on HomeBase for scheduling and payroll
- Managing benefit enrollment and renewal processes for staff
- Assisting with day-to-day HR-related functions and duties
- Helping with offboarding employees when necessary

- Following our training, assisting managers in the whole recruitment lifecycle (posting job ads, candidate sourcing, coordinating communication with candidates and scheduling interviews)
- Compiling and updating employee records (hardcopies and database)
- Processing documentation and preparing reports relating to personnel activities (staffing, recruitment, training, grievances, performance evaluations, etc.)

Supervisory Responsibilities:

- None

Required Skills/Abilities:

- Ability to maintain confidentiality at all times
- Ability to listen and follow directions
- Excellent organizational skills
- Ability to remain calm under pressure
- Able to work in a noisy and busy office environment
- Strong communication skills
- Ability to stay on task with minimal supervision
- Solid time management skills
- Strong skills in MS Word, Excel, PowerPoint (You may be tested)
- Strong writing skills (You may be tested)
- Quick and accurate computer typing skills (You may be tested)
- Familiarity with volunteer management systems is a plus

Education and Experience:

- High school graduate; college degree is preferred
- Documented experience as an HR assistant, staff assistant or relevant human resources/administrative position is required
- Volunteer experience is a plus (as a volunteer and/or managing volunteers)

Physical Requirements:

- Final hiring for this position is contingent upon successfully passing drug testing, fingerprinting and criminal background check
- Prolonged periods of sitting at a desk and working on a computer
- Some periods of prolonged standing and/or walking. May require standing and walking 75% of the time, lifting up to a maximum of 30 pounds, and other physical actions that include stooping, kneeling, crouching, crawling, reaching, pulling, and pushing.

In order to protect our team members, volunteers, students, and guests, MOSAC requires that all employees be fully vaccinated with a COVID-19 vaccination series approved by the U.S. Food and Drug Administration (FDA) or the World Health Organization (WHO). Reasonable accommodation will be made for a qualified disability or sincerely held religious belief.

This position is at-will, non-exempt, and full time. Benefits include insurance (health, dental, vision and life), a 403b retirement plan, paid vacation and PTO and paid sick time.

Application Procedures: Please submit a cover letter and CV/resume addressing your qualifications as they align with the job description by email to cskibbins@visitmosac.org. Please also provide names, with E-mail and telephone contact information, of three professional references. No phone calls will be taken for this application.

For more information about the museum, visit <https://visitmosac.org>