



DUBUQUE ARBORETUM AND BOTANICAL GARDENS

Office and Volunteer Coordinator

Company:

Dubuque Arboretum & Botanical Gardens

3800 Arboretum Drive Dubuque, Iowa 52001

Employment Type: Full-Time (M-F)

Job Category: Administrative

Job Details/Description

Salary: \$45,000

DUBUQUE ARBORETUM & BOTANICAL GARDENS (DABG):

The Dubuque Arboretum & Botanical Gardens is seeking an Office and Volunteer Coordinator. Candidates should have experience working in all areas of Office Management and Leadership. (e.g., Reception, Administrative Assistant, and Guest/Volunteer Assistance). Individuals must be a self-starter and highly motivated to provide superior-quality support to the community, guests, DABG volunteers, and DABG staff. This individual must be a team player, leader, motivator, a great communicator, and be able to multi-task and adjust to changes.

MINIMUM QUALIFICATION:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, knowledge, skill, and/or ability, as well as competencies, required.

KNOWLEDGE AND ABILITIES:

Well-versed in Microsoft Office suite

Extremely well organized and has excellent attention to detail

Knowledge of using booking software, cash register, and office equipment: printers, computers, credit card machines, laminators, etc.

Problem solver who takes initiative, and fully meets designated deadlines

Professional demeanor with strong customer service skills and a friendly and positive attitude

Maintains confidentiality/cognizant of surroundings



DUBUQUE ARBORETUM AND BOTANICAL GARDENS

Able to motivate and encourage others

Able to make connections in the community

Able to recruit, interview, train, and supervise (or assign)

WORKING CONDITIONS:

Prolonged periods of time sitting while performing office duties will occur

Involvement in outdoor activities and projects will require outdoor visits

Capable of driving a golf cart or work vehicle

Occasional extended hours may be permitted for one to meet departmental deadlines or to provide support during special events

Occasional bending, stooping, reaching, crouching walking, or light lifting (up to 30 lbs.)

Frequent use of hands and fingers to operate, handle, or control

DUTIES & RESPONSIBILITIES:

Responsibilities include assisting with answering phones, answering questions for visitors, booking events when the Events and Marketing Coordinator is not available, processing payments

Must be comfortable working in a paperless environment and must be able to adapt to change

Will be responsible for entering information into and maintaining a volunteer and donor database

Responsible for providing the Events and Marketing Coordinator data for the donor board

Must be comfortable working with a cash register and will be supervising/assisting the gift shop

Provide tours as needed

Making sure that supplies in the office, gift shop, and utility rooms are always in stock and making shopping runs as needed

Making sure office/volunteer/gift shop/visitor center/ground forms are current and stocked

Proof and order signs for gardens/plants/trees, pick them up, put on stakes, and get them to garden leaders



DUBUQUE ARBORETUM AND BOTANICAL GARDENS

Place orders for key materials and supplies and provide delivery instructions once the orders arrive

List items for sale and work with the necessary parties to get the item sold

Help people locate their memorials/honorariums

Check in community service people and work with the Grounds Supervisor to assign them to tasks

Assist with deposits and bookkeeping as needed

Handle/monitor online submissions

Complete thank you letters

Assist with photography passes

Manage signage and phone messages in the visitor center for hours of service

Assist with events as needed

Assist in the budget process

Pick up and process mail

Assist with special projects/improvements as needed/assigned

Work with the Grounds Supervisor, Events and Marketing Coordinator, and all departments of the organization to identify needs for volunteers for daily operations and events.

Maintain a screening and job referral process for volunteers including interviews, background checks, and application forms kept on file.

Maintain a volunteer recruitment campaign that involves collaboration with other businesses and organizations in the community. Examples: United Way, Resources Unite, John Deere, Days of Caring, and others. Find venues (colleges, interns, volunteer fairs, retiree groups, etc.) where volunteer needs may be communicated.

Maintain a state-of-the-art training program for all volunteer areas. This would include expectations, job descriptions, and assigned mentors/leads for all positions. Conduct annual and individual training as appropriate.



DUBUQUE ARBORETUM AND BOTANICAL GARDENS

Regularly communicate with volunteers to ensure the placement is a good fit for the individual's skills and goals. Plus, communicate monthly to keep them engaged and informed about the organization and its operations.

Share with volunteers the Volunteer Portal during the onboarding process and work with the necessary parties to keep that current.

Work with the Events Coordinator in planning volunteer appreciation events.

Work with the Grounds Supervisor and Executive Director to ensure volunteer procedures and rules are up to date and enforced.

Clean-up days are coordinated by the Office/Volunteer Coordinator and the Grounds Supervisor. Clean-up days consist of two days in April and two days in October.

Share volunteer needs, events, and highlights with the Events and Marketing Coordinator.

Conduct year-end surveys with volunteers, analyze data, and make improvements.

EDUCATION AND EXPERIENCE:

A high school diploma is required, associate or bachelor's in business is preferred

Previous office leadership/management experience is a plus

Experience with databases, online booking system, cash register, or credit card system

Experience working with Microsoft Office Suite (Outlook, Teams, Excel, Word, etc.)

***Dubuque Arboretum & Botanical Gardens reserves the right to modify, interpret, or apply this job description in any way the company desires. This job description in no way implies that these are the only duties, including essential duties, to be performed by the employee occupying this position. This job description is not an employment contract, implied or otherwise. The employment relationship remains "at-will".

Dubuque Arboretum & Botanical Gardens is a Drug-Free workplace and an Equal Opportunity Employer - M/F/Vets/Disabled. We base all aspects of employment including the decision to hire, promote, discipline, or discharge, on merit, competence, performance, and business needs. We do not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law.***



DUBUQUE ARBORETUM

AND BOTANICAL GARDENS

APPLICATION INSTRUCTIONS:

Please submit your application on our website: www.dubuquearboretum.net > About > Employment Application Form. Link: <https://dubuquearboretum.net/employment-application/>