

# City of Mesa – Volunteer Assistant

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## Class Summary

The Volunteer Assistant is responsible for coordinating youth volunteer programs, supporting volunteer department operations, assisting Museum Educators as required and implementing accessible, inclusive, and culturally grounded community engagement and educational outreach initiatives for the Museum and Sce:daḡi Mu:val Va'aki ancestral site. This classification plays an integral role in planning, organizing, and executing offsite marketing/promotional outreach, community events, and special activities that promote the Museum's mission.

This position leads volunteer, youth pathway development (including volunteers, interns, and apprentices), and outreach efforts; supports community partner relationships; and represents the Museum in collaborative partnerships with community organizations, schools, libraries, museums, senior centers, community centers, and other venues assisting in the delivery of STEAM educational programs as needed and contributes to basic program evaluation by maintaining surveys, attendance, and participation data. Duties also include supporting digital communications and volunteer outreach efforts.

This position requires a flexible work schedule, including weekdays, weekends, evenings, and some holidays.

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## Distinguishing Features of the Class

Employees in this classification perform a combination of duties supporting the Volunteer Coordinator in community outreach, education, public engagement, and youth pathway development. Work includes supervising and training teen volunteers; supporting and training visitor-facing volunteers on the floor; ensuring indoor and outdoor exhibits are neat and orderly; coordinating and supporting offsite and onsite interpretive programming at both the Museum and Sce:daḡi Mu:val Va'aki; greeting school field trip groups; and supporting the setup, implementation, and cleanup of special events and programs.

The employee interacts extensively with the public, educators, and partner organizations to promote awareness and participation in Museum and Sce:daḡi Mu:val Va'aki programs, ensuring engagement strategies are culturally grounded, accessible, inclusive, and relationship-centered. This class is distinguished from other education and volunteer support positions by its dual responsibility for volunteer support and facilitation of marketing, evaluation, and digital communication outreach programs both on and off site.

Work is performed under general supervision of the Volunteer and Intern Coordinator as part of the Learning and Community Engagement Division and is reviewed through observation, conferences, reports, and results achieved.

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## **Examples of Duties (Illustrative Only)**

- Supports the volunteer coordinator with youth and adult volunteer recruitment, screening, training, scheduling, and supervision.
- Supports Volunteer Department operations including volunteer recognition, data management, digital communication, and outreach.
- Responsible for visitor-facing volunteer training, ensuring accuracy and quality customer service, and accessible and inclusive program delivery.
- Assists with community outreach and engagement activities, including community cleaning events and other partnership programs.
- Plans and implements offsite programs and events in collaboration with local libraries, museums, senior centers, community centers, and parks.
- Provides bus greeting and orientation for visiting school field trips.
- Supports Museum Educators as needed with paleontological and anthropological educational programs at schools and community locations as needed using established curriculum and inclusive teaching strategies.
- Assists in training and modifying educational materials in coordination with Museum Education Assistants for hands-on carts in galleries, ensuring accessibility and cultural responsiveness.
- Supports set-up, implementation, and clean-up of on-site and off-site events and programs.
- Provides general information to visitors regarding Museum activities and events and ensures the safety and security of guests and exhibits.
- Coordinates scheduling, booking, and communication with community partners for programs and events, supporting stewardship and long-term partner relationships.
- Maintains attendance, participation records, and survey results; assists with basic program evaluation and updates program calendars and databases.
- Participates in outreach and tabling events to promote Museum programs and volunteer opportunities.
- Support growth of youth and workforce development including volunteers, internships and apprenticeships.
- Assists with digital communication and outreach including volunteer newsletters, opportunity postings, and partner updates.
- Willing and able to drive large City of Mesa vehicle.
- Performs other duties as assigned.

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## **Minimum Qualifications Required**

### **Training and Experience:**

- Graduation from an accredited college or university with a Bachelor's Degree in Education, Museum Studies, Anthropology, Nonprofit Management, Human Services, or a related field preferred.
- Experience in volunteer coordination, community outreach, youth education, program evaluation, or museum program delivery preferred.
- Experience working with diverse community groups and volunteers preferred.

**Special Requirements:**

- Must possess a valid Class D Arizona Driver's License by hire or promotion date.
  - Must be able to work weekends, evenings, and holidays as assigned.
  - May require passing a background check, fingerprint clearance, and/or drug screening depending on assignment.
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**Knowledge, Skills, and Abilities****Knowledge of:**

- Practices of volunteer coordination and supervision.
- Educational program planning and implementation for youth audiences.
- Community engagement and outreach techniques.
- Museum operations, exhibit safety, and visitor interaction protocols.
- Interest in earth sciences such as paleontology and anthropology as they relate to museum education.
- Microsoft Office Suite, volunteer management databases, and scheduling systems.

**Ability to:**

- Train, and lead volunteers and program participants, including teens, interns, and apprentices.
  - Plan, organize, and deliver educational and community engagement programs.
  - Establish and maintain effective working relationships with City staff, volunteers, schools, community organizations, and the general public.
  - Communicate effectively both orally and in writing, including digital and online communication tools.
  - Collect basic evaluation data and maintain accurate records of participation and program outcomes.
  - Represent the Museum and City of Mesa in a positive, professional manner at community events.
  - Work independently and exercise sound judgment in a variety of settings.
  - Work flexible hours including weekends, evenings, and holidays.
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**Physical Demands and Work Environment**

This classification requires the ability to move or lift materials weighing up to 30 pounds, stand or walk for extended periods, and work both indoors and outdoors in varying weather conditions. Employees will be required to drive a City vehicle to travel to offsite locations for program delivery or outreach events.

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**FLSA Status: Non-Exempt**

**Classification Status: Classified / Full-Time**

**Reports To: Volunteer and Intern Coordinator**