



1400 W Mars Hill Rd, Flagstaff, AZ 86001-4499 | USA
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POSITION ANNOUNCEMENT

VOLUNTEER MANAGER

Lowell Observatory is a private, non-profit organization founded in 1894 with a mission to perform basic research in astronomy and to share that research with the public. Lowell has a vibrant public outreach program, with 100,000 visitors annually to our campus. We are finishing the 40,000 sq ft Marley Foundation Astronomy Discovery Center, opening November 2024, which will increase our visitor capacity significantly, and includes two galleries, a stunning wrap-around Lowell Universe Theater, and a breathtaking roof-top Dark Sky Planetarium. The Discovery Center will serve as a destination for locals and visitors from across the country and the world.

Lowell Observatory seeks applications for the position of Volunteer Manager (VM). The VM is a member of Lowell's public outreach team and reports to the Public Program Operations Manager. The VM works primarily with the other public program managers to integrate volunteers into the operation of the public outreach programs. The VM will work occasionally with managers in other departments to direct volunteers to their program. The VM will take a lead role in creating a volunteer program that meets the Observatory's operational and programmatic needs, while ensuring a rewarding experience for volunteers. The VM will supervise the corps of volunteers, estimated to be between 20 and 50 individuals.

RESPONSIBILITIES

The VM is responsible for developing, maintaining, and overseeing a volunteer program at Lowell Observatory, with the primary focus being volunteers within the outreach department. Volunteers assist in the work of the Observatory at a wide range of venues, including all amenities shared with the Observatory's public.

Key responsibilities of the VM are:

- Manage ongoing recruiting, advertising, and promoting of the volunteer program
- Collect volunteer applications, evaluate candidates for a match between potential volunteer desires and observatory needs
- Lead onboarding and training of new volunteers, in collaboration with appropriate staff
- Develop policies and procedures for the volunteer program, with HR staff
- In coordination with the other public program managers, develop and maintain the public program volunteer schedule, including assignments during all regular visitor hours as well as any needed assistance for special or offsite events

- Maintain volunteer personnel files and track volunteer hours for annual reporting and milestone awards
- Serve as the primary point of contact for the volunteers in the outreach programs for questions, technical help, and volunteer hour verification
- Provide periodic feedback to volunteers
- Manage volunteer performance and personnel issues, in collaboration with appropriate staff
- Lead the development and implementation of recognition events and milestones for volunteers
- Other duties as assigned

The VM may occasionally be called upon to provide overall supervision of public program operations during some visitor hours (though this responsibility will normally be performed by the other managers in the outreach department). The VM should therefore maintain general familiarity with the content of all regular visitor programs and amenities, as well as the various special programs for tours, school groups, and at offsite events. The VM will work on an ongoing basis with other public program managers to ensure that all programs run smoothly and must be willing and able to provide direct support if needed. Such tasks may include, but are not limited to, logistical support in the Astronomy Discovery Center, crowd and traffic management on busy evenings, snow removal from critical guest areas, and other duties as needed to deliver our programs.

QUALIFICATIONS

It is not necessary to meet 100% of these qualifications to be considered for the position.

- Excellent communication skills (written and oral) and interpersonal skills
- Prior significant experience in coordinating a volunteer program or a group of volunteers
- Prior management experience, to include scheduling, mentoring, and performance management
- Ability to occasionally work evenings and/or on weekends
- Familiarity with the night sky/constellations, general astronomy, and science center or planetarium operations are strongly preferred
- Prior experience setting up and administering a course of training

WORKING CONDITIONS

Often sitting, standing, bending, and working at a computer for extended periods of time. Frequently moving throughout the campus, on sometimes uneven terrain. Speaking and listening, both in person or while using the telephone. Occasional driving may be necessary. Ability to lift up to 25 pounds. Occasionally working outdoors, sometimes in extreme cold or heat.

Status:	Full Time, Regular
Compensation:	\$65,000 to \$75,000 per year DOE
Compensation Type:	Salary
Benefit Eligible:	Yes*
FLSA Classification:	Exempt
Location:	Flagstaff, AZ, Mars Hill Campus
Start Date:	Negotiable, on or before July 1 st preferred

To Apply:

Please send the following documents to jobs@lowell.edu

- Lowell Application (www.lowell.edu/careers)
- Resume
- Letter of interest addressing your qualifications
- Phone numbers and e-mail addresses of three professional references

We will begin review of applications on April 22nd. Position is open until filled.

*Benefits Overview: In addition to 11 scheduled paid holidays, Lowell Observatory offers a Flexible Paid Time Off policy for all full-time, benefit eligible employees which allows you to determine how much time you need to rest and enjoy yourself outside of work. The cost of premiums for medical, life & long term disability insurances for benefit eligible employees is 100% paid by the company. Up to a 5% match on retirement contributions after 6 months of employment.

Employment is subject to passing a background check

Lowell Observatory is proud to be an equal opportunity workplace and is an affirmative action employer. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. Lowell Observatory has always been, and always will be, committed to diversity and inclusion. We seek individuals from all backgrounds to join our teams, and we encourage our employees to bring their authentic, original, and best selves to work.

Lowell Observatory sits at the base of mountains sacred to tribes throughout the region. We honor their past, present, and future generations, who have lived here for millennia and will forever call this place home.

Lowell Observatory is committed to providing access, and reasonable accommodation in its services, programs, activities, education and employment for individuals with disabilities. Our non-smoking campus is at an elevation of 7,200ft/2200m, and the LDT is 40 miles south of Flagstaff at an elevation of 7,800 ft/2370m. If you need a reasonable accommodation for any part of the application and hiring process, please notify the Human Resources office for assistance.

VERSION March 2024