

**Title:** Bilingual Outreach & Volunteer Specialist  
**Classification:** Non-exempt, full-time (40hrs/week)  
**Compensation:** \$24 - \$26 per hour plus full benefits  
**Reports to:** Director of Education

**Position Summary:**

Under the supervision of the Director of Education, the Bilingual Outreach & Volunteer Specialist expands the reach of Museum programs through community programming and volunteer coordination. The volunteer and outreach programs are deeply rooted in our core value of building community around a shared curiosity for and appreciation of the natural environment.

This role will liaise with the community throughout Santa Cruz County to build, engage, and retain the Museum's volunteer cohort and community partners. The Outreach and Volunteer Specialist coordinates off-site educational programs, delivers community events, and supports Museum-based community events. In support of the volunteer program, they partner with all Museum departments to identify volunteer, intern, work-study, and docent opportunities and ensure that volunteer roles are fulfilled and supported. They recruit and maintain a corps of volunteers to meet those internal needs and the needs of the outreach programs, through ongoing stewardship, appreciation, and training.

**Specific Responsibilities:**

**Program Administration (70%)**

**Outreach/ Off-site Programs: 35%**

- Build and maintain positive working relationships with trusted community partners
- Coordinate programs with community partners in South County to support grant-funded programs
- Routinely maintain program logs, calendars, and databases
- Work with management staff to identify outreach needs
- Schedule shifts for outreach opportunities
- Bilingual instruction and communication
- Work with the Communications Team to plan and implement outreach engagement strategies, including creating marketing collateral, newsletters, and contacting community partners

**Volunteer Program: 35%**

- Work with the Public Programs team to plan the program calendar
- Coordinate and schedule outreach events that serve target audiences
- Identify and develop outreach projects and programs that engage all audiences
- Work with management staff to identify volunteer and intern needs
- Develop job descriptions, recruitment and onboarding of volunteers
- Maintain and update materials/handbooks that communicate policies, procedures, standards of service, and volunteer records
- Maintain the Museum's volunteer portal with current volunteer and intern listings
- Schedule volunteer and intern shifts and/or coordinate with other staff to schedule shifts

- Work with the Communications Team to plan and implement volunteer recruitment and outreach engagement strategies, including creating marketing collateral, newsletters, and contacting community partners
- Research best practices in volunteer program management and share resources with Museum staff
- Responsible for Support on Site (SOS) duties during SITS days (3rd Saturday of the month)

#### Program Facilitation (20%)

##### Outreach/ Off-site Programs: 10%

- Serve as a primary interpreter/facilitator for nature and science-focused educational programs at various community-based and outdoor field sites for youth and adults
- Assist with program support in lieu of volunteer coverage

##### Volunteer Program: 10%

- Lead Volunteer Program events (i.e., trainings, orientations, enrichments, celebrations, outreach, stewardship activities such as beach cleanups and garden volunteer days)
- Support staff in consistently providing training, enrichment, and evaluation for volunteers
- Support volunteers in their roles during events, including sharing descriptions of roles & responsibilities and modeling proper implementation of the role

#### General (10%)

- Facilitate connections with community partners and other Museum departments/ functions, including Development, Exhibits (Mini Museums), and programs
- Collaborate with all Museum staff to achieve overall Museum objectives
- Represent the Museum in a professional, positive manner
- Support special events
- Other related duties, as needed

#### **Essential Requirements:**

- Fluency in Spanish
- Experience organizing and working with volunteers (both youth and adult volunteers)
- Excellent interpersonal skills and ability to interact with a wide range of individuals and groups
- Strong organizational skills, with a proven track record as an effective team member
- Demonstrated experience in organizing meetings and trainings
- Excellent communication skills (verbal and written)
- Ability to speak to the public
- Ability to work collaboratively on team projects
- Strong enthusiasm for and interest in natural history
- Flexible work schedule with occasional weekends, evenings, and holidays
- MS Office and Google Suite proficiency
- Pass a background check
- Valid CA Driver's License and auto insurance that meets or exceeds CA minimum insurance requirements.

#### **Desired Qualifications:**

- Bachelor's degree or equivalent experience in natural history, museums, community engagement
- Experience working with elementary school students

- Reliable transportation and the ability to transport supplies to off-site volunteer opportunities
- Experience with Volgistics software/ database management software
- Certification in CPR and/or Basic First Aid

**Work Environment:**

- Standard office environment with occasional work throughout the Museum and outdoors
- Flexible hybrid schedule, with the possibility of primarily remote work, as duties allow
- Significant telephone and computer work (repetitive movement – typing)
- Frequent sitting, with the occasional standing

The incumbent must be able to perform each requirement of the position as outlined in the job description. **Essential Requirements** are representative and are essential for satisfactory job performance. The **Work Environment** characteristics are representative of those that may be encountered while on the job. The Museum will make reasonable accommodations to enable individuals with disabilities to perform the essential functions of the position.

Don't meet every single requirement? Studies have shown that women and people of color are less likely to apply for jobs unless they meet every single qualification. The Museum values a diverse and inclusive workplace, so if you are excited about this role but your past experience doesn't align perfectly with all of the responsibilities, we encourage you to apply anyway. You may be just the right candidate for this or other opportunities.

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**To Apply:** Interested candidates can apply by submitting a cover letter along with a detailed resume to: [employment@santacruzmuseum.org](mailto:employment@santacruzmuseum.org) with the subject line: **Outreach and Volunteer Specialist**.

Please direct questions relating to this position to Lucy Logsdon at [employment@santacruzmuseum.org](mailto:employment@santacruzmuseum.org).