

## Space Center Houston Volunteer Programs Assistant

The mission of Space Center Houston is to inspire all generations through the wonders of space exploration. We aspire to be the world's leading science and space exploration learning center. Owned and operated by the nonprofit Manned Space Flight Education Foundation, we are the Official Visitor Center of NASA Johnson Space Center, a Smithsonian Affiliate and a Certified Autism Center. The center features more than 400 space artifacts, hands-on interactive educational exhibits, and robust youth programs interpreting the exciting future and remarkable past of America's human spaceflight program.

We are currently seeking part time Volunteer Programs Assistant is responsible for supporting and maintaining volunteer programs and initiatives that support the mission of Space Center Houston. Responsibilities and qualifications are shown below:

### POSITION RESPONSIBILITIES

- Promote and maintain a wide range of volunteer opportunities to engage volunteers in mission-based programs and support the general operation of Space Center Houston. Provide high quality service programs that position Space Center Houston as a leading STEM educational center.
- Collaborate with the Volunteer Programs Supervisor and center management and staff to promote a culture shift in the role of volunteers in the organization. Educate staff on the benefits and opportunities to effectively utilize volunteers in SCH department operations. Maintain regular communications with departments to assess needs for volunteer assistance. Identify and develop new volunteer opportunities to enhance the guest experience including informal center tours. Make recommendations on the most effective and efficient use of volunteers.
- Assist with the recruitment, training, placement, and retention of volunteers in all volunteer programs; host and attend recruiting events to attract qualified candidates.
- Support and maintain relationships with community and corporate partners. Identify opportunities to engage organizations in mission-based volunteer work at Space Center Houston, enhancing their experience as a partner and keeping them engaged in the mission.
- Conduct volunteer orientation and training. Ensure volunteers are trained to meet the needs of the organization.
- Organize and participate in volunteer recognition/appreciations programs and special events.
- Support all volunteers and volunteer related activities. Assist with maintaining volunteer database, including volunteer information, hours tracking, posting of volunteer opportunities.
- Reply to correspondence and requests in a timely manner, including inquiries from current and potential volunteers.
- Identify and recommend ways to improve the efficiency and effectiveness of volunteer programs, trainings, and recruitment.
- Provide ongoing support and guidance for volunteers. Actively engage with volunteers to ensure the volunteer experience is rewarding, meaningful and valued.
- Stay informed regarding best practices in volunteer management and identify ways to implement those practices to increase the impact of volunteer programs at Space Center Houston.
- Attend and support volunteer activities as needed at large events which may include evening, holiday and weekend events.
- Other duties as assigned.

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## POSITION QUALIFICATIONS

- A Bachelor's degree or a minimum of 30 hours of college level credit toward a degree in business, communications, education or a related field.
- A minimum of 1 year of experience coordinating and/or supervising a team of volunteers or employees, preferably at a non-profit organization.
- Experience leading trainings, presentations, and/or orientations strongly preferred.
- Ability to coordinate large-scale events in a fast paced environment with strict deadlines.
- Must have the ability to interact effectively with volunteers, guests, Space Center Houston Crew Members and clients in a professional manner. Must be a strong communicator and comfortable speaking in front of audiences.
- Strong interpersonal, verbal, and written communication skills.
- A general knowledge of NASA and space industry is preferred.
- Must be reliable and able to work with limited supervision.
- A proactive leader who is committed to excellence.
- Ability to multi-task and execution oriented with excellent organization skills.
- Computer skills using Microsoft Office Suite with the ability to learn new programs/systems. Microsoft Outlook and internet experience is required.
- Experience using and maintaining a volunteer database system. Better Impact experience preferred.
- Must be physically able to lift up to 20 pounds and have the ability to stand up to 6 hours at time.
- Available to work flexible hours including weekends, and some evenings/nights.

Space Center Houston is an equal opportunity employer. It has a diverse and inclusive work culture with a creative, fun and collaborative environment.

**To apply:** Email resume and completed application to [careers@spacecenter.org](mailto:careers@spacecenter.org). Access the application by clicking [here](#). Save the blank application to your computer first, then complete the application.

For more information, contact the Human Resources Department at (281) 244-2150 or visit our website at [www.spacecenter.org/careers](http://www.spacecenter.org/careers).