



## JOB DESCRIPTION

**Position Title:** Volunteer Coordinator

**Reports To:** Director of Volunteer Services

**Status:** Part-time, Seasonal

**Timeframe:** May to November, 28 hours/week, weekends required.

**Compensation:** Hourly pay range for this position is \$19.00 - \$22.00/hour, based on experience

**Benefits:** N/A

Walkway Over the Hudson is a 501(c)(3) nonprofit group that works to activate and improve Walkway Over the Hudson State Historic Park. Originally built in 1889 as an operating railroad bridge and brought back to life in 2009 through the dedicated efforts of the local community, the linear bridge park is the longest pedestrian bridge in the world.

The park connects the region through several rail trails including the Hudson Valley Rail Trail and the Empire State Trail and is an outdoor attraction for over 600,000 visitors each year. Through our staff and volunteers, Walkway Over the Hudson activates the unique public space year-round through community events and educational programming. Through our partnership with the New York State Office of Parks, Recreation and Historic Preservation we embark on capital improvement projects that enhance the visitor experience.

Walkway Over the Hudson is a small but fast-paced nonprofit organization. Our critical mission depends upon engaging with a diverse community, volunteers, park patrons, members, and donors who share our vision for the park, to connect people within our region and afar and to contribute to the overall vitality of the Hudson Valley. To learn more about Walkway Over the Hudson visit: [walkway.org](http://walkway.org).

### **Position Summary:**

The Walkway organization seeks a seasonal Volunteer Coordinator to support on-bridge activities that provide a positive visitor experience for our patrons during our peak season from May to November. Weekend availability is a MUST.

Responsibilities include but are not limited to:

### **Volunteer Support**

- Work closely with the Director of Volunteer Services to coordinate weekly volunteer schedules ensuring ample on-bridge coverage. Actively work to fill vacancies by communicating with volunteers via emails, texts, and calls. Provide coverage for unfilled vacancies as needed.
- Update volunteer training, procedural, and marketing materials as needed.

- Attend monthly volunteer Ambassador committee meetings.

### **On-bridge Operations (Merchandise, Pavilion, and Tram)**

- Be present onsite during weekend operating hours which include Friday, Saturday, and Sunday between 9:30am – 4:30pm.
- Serve as the onsite supervisor helping to problem-solve issues and provide support to volunteer Ambassadors, summer youth employees, and Park visitors during assigned shifts.
- Open and close pavilions, check-in with all shift volunteers at both pavilions and the tram, daily.
- Maintain effective onsite communication between volunteers and NYS Parks staff during operating hours.
- Assist with merchandise fulfillment, including balancing inventory, replenishing stock, recommending merchandise selections, and maintaining the space with a sense of order and abundance.
- Regularly communicate low inventory and on-bridge needs to the Director of Volunteer Services.
- Regularly communicate volunteer and visitor feedback and suggestions to the Director of Visitor Services.

### **Events and Program Support**

- Support Walkway staff in preparing for and executing major events and educational programming such as Walkway at Night, Walkway Talks, Walktoberfest, Starry Starry Night, and others as needed.
- Perform other duties and responsibilities as needed by the Director of Volunteer Services, and Executive Director.

### **Qualifications:**

Successful candidates will thrive within a small, hands-on nonprofit environment and demonstrate a passion for Walkway's mission. Top candidates will have the following personal qualities and professional capabilities:

- Experience with and enthusiasm for volunteer cultivation and engagement, including working with volunteers of various ages and abilities.
- Excellent organizational, time management, and critical thinking skills. Ability to work productively in a fast-paced, high-energy environment with frequent changes.
- Solid communication skills. Demonstrated ability to defuse challenging situations and work and interact with a positive, calm, and professional demeanor when dealing with volunteers and visitors.
- Strong work ethic with the ability to work collaboratively with a team as well as independently.

- Experience using database management software, Microsoft Office applications, and point of sales systems.
- Ability to perform strenuous physical tasks under adverse weather and field conditions.
- A valid driver's license and the use of a personal vehicle are required.

Must be available approximately 28 hours per week, weekends required, plus flexibility for evening events as needed.

**To Apply:**

Interested candidates should send a resume and letter of interest to Lori Robertson at [lrobertson@walkway.org](mailto:lrobertson@walkway.org) with the job title (“Volunteer Coordinator”) in the email subject. Applications are due by Friday, May 12th, 2023.

*Walkway Over the Hudson is an equal opportunity employer; a diverse workforce and inclusive culture is a core value. We encourage applications from all qualified individuals without regard to race, ethnicity, religion, gender, sexual orientation, gender identity or expression, age, national origin, marital status, citizenship, disability, or veteran status. Only qualified applicants will be contacted. No phone calls please.*