

Volunteer Coordinator

SUMMARY:

Part-time hourly position as Volunteer Coordinator at one of the top performing arts centers in the country. Time commitment of approximately 20 hours per week with flexible schedule.

ABOUT US:

Opened in 2008, Durham Performing Arts Center (DPAC) has become the center for live entertainment in the Triangle. With a mission of presenting one-of-a-kind live entertainment events, DPAC truly has “something for everyone,” hosting over 220 performances a year including spectacular touring Broadway productions, high-profile concert and comedy events, family shows, and the heralded American Dance Festival.

The 200-person DPAC Stars volunteer team is our guests’ front line on customer service. We value quality, safety, and service and deliver these values with warmth, friendliness, and an attention to detail that is the hallmark of the legendary DPAC Experience.

YOUR MISSION: To serve the volunteers as they serve our community by ensuring all program initiatives run smoothly, expectations are communicated clearly, and appreciation is expressed regularly. To cultivate an atmosphere where volunteers are continually empowered and equipped in their service and feel appreciated for their service.

CORE RESPONSIBILITIES:

- Manage a rolling calendar of training dates, shift requirements, and appreciation events
 - Build and publish monthly schedule through online scheduling tool
 - Generate sign in sheets for all shows
 - Organize monthly ticket trade
- Onboard and train new volunteers
 - Update training resources, both in-person training and supplementary online training
- Regular communication with volunteers by email and in person
 - Address volunteer questions and concerns proactively and in a professional manner
- Gain understanding the current volunteer climate by engaging with them during their shift and becoming an advocate for them
- Planning and executing all volunteer appreciation events and initiatives

REQUIREMENTS:

- While this position may be done remotely, availability to work some pre-show event hours on a regular basis (at least 4-5 times per month) is vital, as well as all training and appreciation events
- Previous experience with volunteer management is required; Experience working with mature volunteers (not students) is preferred
- Some public speaking involved
- Knowledge of Durham and the Triangle area is a plus

KEY PERSONALITY TRAITS:

A people-person and a quick thinker

Clear, concise communicator

Critical thinker and active listener

Must be capable of cultivating a positive group morale

Detail Oriented

TO APPLY:

Please send resume and cover letter with the subject line “[Last Name] Application” to volunteers@dpacnc.com. Due to high volume of applicants, only those invited to interview will be contacted.