Baltimore Office of Promotion & The Arts

Part-Time Volunteer Coordinator

Position Description

The mission of Baltimore Office for Promotion & Arts (BOPA) is to address the needs of the arts community through arts and cultural activities, advocacy, and support; create pride by promoting Baltimore to Baltimoreans; and, to use the arts and events as marketing tools to promote Baltimore’s assets locally, regionally, and nationally. BOPA produces festivals, special events, and promotions for Baltimore City and develops and administers funds, grant programs and community workshops. In addition, BOPA manages several historic attractions and sites in the Baltimore area including School 33 Art Center, The Cloisters, the Bromo Seltzer Arts Tower, and the Top of the World Observation Level in the World Trade Center.

The Baltimore Office of Promotion & The Arts is seeking a Seasonal Part-Time Volunteer Coordinator to recruit, manage and support festival volunteers. This position will report to the Director of Human Resources. The Volunteer Coordinator position requires a proactive individual with great people management skills who can work creatively, under pressure, to successfully manage and motivate a wide variety of people. The Volunteer Coordinator will work as a team player to ensure excellent volunteer and audience experiences at BOPA’s citywide and local events and festivals including Artscape, The Baltimore Book Festival and Light City.

General Responsibilities:

The Seasonal Volunteer Coordinator will be report to the Director of Human Resources and is responsible for the following duties:

- Pre-season recruitment of volunteers via web portal, events, email, and social media.
- Schedule and assign up to 100 plus volunteers per event/festival throughout the season scheduled volunteer season.
- Ensure all volunteers work in a safe, efficient, professional, and positive manner and create a warm and welcoming environment for attendees and BOPA staff.
- Handle ongoing communication with volunteers, field questions, send post-show thank-you's etc.
- Work with the Lead Programming and Development Teams to recruit company volunteers and organize volunteer service days BOPA events/festivals.
- Organize, attend and facilitate volunteer orientation at pre-season on-site training day.
- Schedule and execute various seating set-ups and breakdowns for each show with volunteers as directed by the Lead Programming and Logistics Team.
- Track all volunteer shifts, develop, and manage the volunteer incentive program.

Onsite Responsibilities:

- Greet and check-in all volunteers.
• Co-lead onboarding meetings with all volunteers.
• Ensure all volunteers are at assigned locations, understand roles, and are prepared to interact with attendees.
• Work with Event Programming and Logistics Team to plan and execute severe weather and emergency evacuation plans.
• Coordinate with Sponsorship Manager to utilize Volunteers to distribute sponsor giveaways and assist in set-up and breakdown of various site needs on a show-by-show basis.
• Attend events such as AFRAM and Farmers’ Market to recruit volunteers.

Minimum Qualifications:

• Strong interpersonal and team leadership skills.
• Experience recruiting, organizing, and delegating work to multiple teams.
• Strong verbal and organizational skills, and a professional presence required. Bilingual preferred, abilities are a plus.
• Able to work under pressure and during inclement weather.
• Knowledge of and experience with ADA guidelines preferred is a plus.
• Commitment to Equity, Diversity & Inclusion
• Availability on some weekends.

Compensation:

• $25 per hour
• Parking or Monthly Transit Pass (upon availability)
• Prorated Sick Leave accrual pursuant to the MD Sick and Safe Law

Application Process:
Submit cover letter and resume to: Jjohnson@promotionandarts.org, No Phone Calls Accepted.

The Baltimore Office of Promotion & the Arts, Inc. is an Equal Opportunity Employer. We strive to mirror the rich diversity of Baltimore City in our staffing and programming while emphasizing cultural equity. Cultural equity embodies the values, policies, and practices that ensure that all people—including but not limited to those who have been historically underrepresented based on race/ethnicity, age, ability, sexual orientation, gender, socioeconomic status, geography, citizenship status, or religion—are represented in the development of arts policy; the support of artists; the nurturing of accessible, thriving venues for expression; and the fair distribution of programmatic, financial, and informational resources.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.