

JOB DESCRIPTION

POSITION TITLE: Volunteer & Visitor Services Coordinator

POSTING DATE: October 9, 2026

DATE OF FIRST APPLICATION REVIEW: November 15, 2026

ANTICIPATED START DATE: January 2027

POSITION REPORTS TO: Deputy Director

POSITIONS THAT REPORT TO THIS POSITION: No staff; multiple volunteers

FLSA STATUS: Full-time, non-exempt

NO. OF HOURS PER WEEK: 35-40

SCHEDULE: Wed-Sun, 2 Sundays off per month

STARTING SALARY: \$41K

ORGANIZATION AND POSITION SUMMARY:

Glen Helen is a living memorial to Helen Birch Bartlett, donated by her father, so that it would be forever preserved. Glen Helen has long played a lead role in shaping the ecological literacy of our visitors, our community, and the region. It is home to the first overnight environmental learning facility in the Midwest and Ohio's original facility for education and rehabilitation of birds of prey. Within our borders, we shelter a National Natural Landmark and nearly two miles of the State and National Scenic Little Miami River. As a private nature preserve, Glen Helen depends on the support of individuals to maintain the preserve and its varied programs. It has been owned and operated by the Glen Helen Association since 2020.

The Volunteer & Visitor Services Coordinator is responsible for providing a positive, inclusive volunteer and visitor experience at Glen Helen. The Coordinator organizes our volunteer-driven efforts, Nature Shop management, and visitor services, especially on the weekends. This is a full-time position with weekend responsibilities. The regular schedule for this position is Wednesday-Sunday, with up to 2 Sundays off per month.

Diverse candidates are encouraged to apply including persons from historically marginalized communities or from groups underrepresented in the nonprofit, natural resources field.

KEY RESPONSIBILITIES:

Volunteer Coordination

(Approx: 60% work hours, 24 hours/week or 96 hours/month)

- Actively recruit, train & match volunteers to areas across the organization
- Communicate with volunteers, including mentorship and yearly recognition
- Supervise volunteers including Trailside Museum, Nature Shop, Vernet Welcome Desk and other volunteers not specifically assigned to another staff contact
- Manage and utilize Volunteer Hub software

- Maintain ongoing schedules, volunteer opportunities, and records of volunteer hours and activities.
- Establish and maintain partnerships with organizations that provide volunteers, such as universities and businesses.
- Coordinate volunteer led programs and activities
- Prepare codes of conduct and operating procedures for volunteers

Nature Shop & Trailside Museum Management

(Approx: 20% work hours, 8 hours/week or 32 hours/month)

- Coordinate merchandising activities, including budgeting, inventory management, volunteer staffing for the Glen Helen Nature Shop, cultivating and maintaining retail partnerships, and developing online sales and fulfillment
- Oversee the Trailside Museum, its exhibits and ambassador animals

Visitor Services

(Approx: 10% work hours, 4 hours/week or 16 hours/month)

- Maintain and open buildings, such as the Vernet Ecological Center and Nature Shop & Trailside Museum, as welcoming spaces for visitors including signage, aesthetics, and forward-facing volunteer ambassadors
- Coordinate and communicate with weekend staff and volunteers to ensure positive visitor experience, clear communication and problem solving
- Support inclusion efforts to serve under-represented visitor groups and enhance overall visitor experience

Other Duties

(Approx: 10% work hours, 4 hours/week or 16 hours/month)

- Participate on collaborative committees
- Participate in staff functions, including preparing periodic reports and attending meetings
- Additional duties and responsibilities as agreed upon

QUALIFICATIONS:

- Experience coordinating volunteers, groups or teams, including guiding others towards a common goal
- Demonstrated ability to plan and execute detailed projects, events and schedules effectively, ensuring all aspects are completed accurately
- Solid technological skills and willingness to learn new software applications
- Experience in creating clear and engaging communications and schedules for various audiences
- Passion for Glen Helen's mission and our conservation and education work
- Experience in environmental nonprofits is valuable, but not required
- Experience in customer-facing roles is an asset

SKILLS:

- Excellent verbal and written communication skills, and ability to communicate effectively and diplomatically with a wide range of audiences
- Excellent interpersonal and customer service skills
- Ability to troubleshoot challenges with patience and creativity
- Willingness to regularly work weekends, and periodically work evenings
- Ability to thrive in a small, growing organization
- Familiarity with specific software a plus: Volunteer Hub, Microsoft Office Suite, Google Suite, Square, Canva

CERTIFICATES, LICENSES, REGISTRATIONS:

- Bachelor's degree or equivalent experience in related field
- Valid driver's license
- BCI/FBI background check required

PHYSICAL REQUIREMENTS:

- Ability to communicate verbally and digitally with staff and public
- Ability to work in an office environment
- Ability to move up and down stairs
- Ability to move 10-20 pounds

BENEFITS:

- Individual Coverage Health Reimbursement Arrangement (ICHRA)
- Dental and vision plan
- Paid time off per year including 20 days vacation, 5 days sick leave, and twelve paid holidays.
- Individual Retirement Account (after 1 year of employment)
- Wellness Center Membership, subject to ongoing availability through Antioch College

TO APPLY:

- Send cover letter, resume, and contact information for three references to: Kat Christen kchristen@glenhelen.org