

Statement of Work (SOW) for Volunteer Recruitment Services

October 14, 2019

National Museum of Natural History

Office of Education and Outreach, Volunteer Program

Background

The National Museum of Natural History has need for Visitor and Volunteer Services within the Office of Education and Outreach. The Branch of Learning Venues and Visitor Services (LVVE), Office of Education and Outreach, is located within the National Museum of Natural History (NMNH) and is part of the Smithsonian Institution (SI). The Branch of Learning Venues and Visitor Experience is responsible for implementing for NMNH a myriad of services for daily visitor operations and activities in the public areas of the Museum and in the volunteer program. The contractor will assist with the operations of the Volunteer Program and the operations of the Branch of Learning Venues and Visitor Experience of the National Museum of Natural History serving over 7 million visitors annually. The Learning Venues and Visitor Experience team interfaces with the majority of Museum Offices including Education, Exhibitions, Special Events, Office of Facilities Management, Security, Building Management, Information Technology, Restaurant Associates, Administration and partner organizations including Central Smithsonian Office of Visitor Services and Smithsonian Enterprises.

Scope

The Branch of Learning Venues and Visitor Experience is in need of assistance with recruitment for its volunteer program including: assisting with advertising, screening, interviewing, orienting, training, and onboarding new volunteers, data management of paper and electronic volunteer files.

The contractor will uphold the National Museum of Natural History's philosophy, vision and core standards for visitor service, which is to ensure that the visitors' "first and last impression" of their experiences at the museum are positive, productive, and memorable.

Objectives

This contractor will be responsible for assisting the NMNH Volunteer Program with recruiting new volunteers for the Hall of Human Origins, Sant Ocean Hall, Visitor Experience Program, Outbreak Exhibit, Insect Zoo, Butterfly Pavilion and Q?rius Venue.

Tasks

The contractor will provide the following services:

- Maintain electronic volunteer files in the database and conduct data entry
- Train volunteers on use of the volunteer database
- Maintain the paper files of the volunteer program and for recruitments

- Advertise online and in other areas using known resources and suggesting resources for advertisement
- Review applicants from Vsys applications and contact appropriate parties for interviews
- Arrange, schedule, and conduct interviews
- Track recruitments, interviews, and candidate status and provide weekly statistic updates to NMNH Volunteer Program in excel and in Vsys
- Advertise with flyers in the DC area
- Follow the guidelines, policies, and procedures, of the NMNH Volunteer Program
- Answer the volunteer program phone lines and emails using a friendly and professional tone providing the necessary information related to the volunteer program
- Assist with administrative support for the volunteer program
- Assist with coordination of training days and shadow shifts for volunteers
- Handle volunteer's personal information in database and paper files in accordance to the Smithsonian Directives and sign the SD 208
- Maintain a professional demeanor
- Complete active shooter, protection of minors, prevention of workplace harassment and computer safety training

Delivery

The contractor will be required to complete the following deliverables:

- Provides weekly status reports to COTR on tasks listed above via email, including the items that have been accomplished for that week
- Meets weekly with COTR and provides status updates of tasks as listed above
- Meets bi-weekly with COTR and volunteer coordinator
- Meets monthly with COTR and expanded volunteer coordination team
- Contractor and COTR shall mutually agree on any other items covered in status reports and meetings

Place of Performance

Contractor must be available to work onsite at the National Museum of Natural History. 1000 Constitution Avenue NW, Washington, DC 20013

Contractor may go off-site to post recruitment flyers to places pre-determined by COTR and contractor.

Period of Performance

Contractor must work 20-32 hours per week onsite or flyer including at least one weekend day and pre-arranged holidays. Some weeks may have two-weekend days. The hours onsite must fall between 9am-5:30pm with a 30-minute unpaid lunch and two paid 15-minute breaks. Lunch and break times are flexible in the day depending on the days' needs.

The contract is for five months from December 1, 2019-May 1, 2020