Statement of Work (SOW) for Volunteer Coordination Services

January 30, 2020
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 the coordination of its volunteer program including: assisting with advertising, screening, interviewing, orienting, training, and onboarding new volunteers, data management of paper and electronic volunteer files, organizing events and enrichment opportunities, meeting the daily needs of the existing volunteers, and exiting volunteers.

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 volunteer coordination services.

Tasks
The contractor will provide the following services:
• Coordinate volunteers in accordance to the 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
• 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
• Maintain the volunteer lounges (organize, clean, and stock supplies and resources)
• Assist with the recruitment of volunteers including advertising, application review, and interviews
• Assist with the daily management of volunteers including pre-shift meetings, checking the schedule (verify who is here each day)
• Assist with the planning and implementation of volunteer appreciation event and volunteer enrichments
• Assist with administrative support for the volunteer program
• Assist with evaluations of the volunteer program
• Help to brainstorm and implement new ways to improve the Volunteer Program and the volunteers’ experience
• Monitor volunteer attendance creating reports of volunteer hours and contacting volunteers who have not completed the minimum requirement each month
• Create monthly reports of volunteer interactions with visitors and upload into EDGE database
• Enter volunteer trainings, enrichments, and other programs for volunteers into EDGE database as they occur
• Assist with volunteer orientation sessions
• Compile Museum and Volunteer Program updates, events, programs, opportunities, enrichments, DC transport news, articles and more in a newsletter sent every two weeks
• Send reminder emails about upcoming vacancies and areas of high need
• Organize and maintain the education carts and the cart room
• Handle volunteer’s personal information in database and paper files in accordance to the Smithsonian Directives and sign the SD 208
• In times of peak visitation, will assist with LVVE operations:
  a. Information Desks
  b. Butterfly Front door/Back door
  c. Line Management
  d. Q?rius
• Train staff in volunteer coordination
• Train volunteers by teaching/ instructing the following volunteer training sessions:
  a. Visitor Perspectives
  b. Amazing Orientation
c. What is Natural History
d. Introduction to Public Engagement
e. Accessibility
f. Visitor Experience
g. Navigating Challenging Science Conversations
h. Position Descriptions

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

Period of Performance
Contractor must work 40 hours per week, 8 hours per day, including one weekend day and pre-arranged holidays, evenings, and special events. The hours are 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.

Primary schedule: Tuesday-Saturday
Secondary schedule: Sunday-Thursday

The contract is for one year from May 1, 2020-April 30, 2021.

There is an option period for one additional year from May 1, 2021-April 30, 2022. We reserve the right to not offer the one-year option period.

With 2-week notice, flexibility to change to a Sunday-Thursday schedule if requested and mutually agreed upon between the COTR and the contractor.