Statement of Work (SOW) for Volunteer Coordination Services

October 25, 2022
National Museum of Natural History
Office of Education, Outreach, and Visitor Experience

Background
The National Museum of Natural History has need for volunteer coordination services within the Office of Education, Outreach, and Visitor Experience (EOVE). The office is responsible for implementing 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 at the Museum which serves 5 million visitors annually.

Scope
EOVE requires contractor services to assist and support 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 for volunteers, and supporting the daily management needs of the program and the 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 providing NMNH with volunteer coordination services.

Tasks
The contractor will provide the following services:

- Coordinate volunteers in accordance with 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 management system for logging hours, signing up for shifts, etc.;
- Maintain the paper files of the volunteer program;
• Coordinate the maintenance of the volunteer work spaces, including the lounge and supply room, keeping them organized, clean, and stocked with supplies and resources. Organize and maintain the education carts and the cart room;
• Assist with the recruitment of volunteers including advertising, application review, and interviews;
• Assist with the daily management of volunteers including pre-shift meetings;
• Assist with the planning and implementation of volunteer appreciation event and volunteer enrichments and trainings;
• Assist with administrative support for the volunteer program;
• 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 the Smithsonian’s 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;
• 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, assist with Museum operations at:
  a. Information Desks
  b. Butterfly Front door/Back door
  c. Line Management
  d. Q?rius Science Education Center
• Provide guidance to other staff in volunteer coordination
• Assist with volunteer training sessions. With demonstrated proficiency, lead some training sessions.

Delivery
The contractor will be required to complete the following deliverables:
• Meet weekly with COTR and provides status updates of tasks as listed above;
• Meet weekly with COTR and other volunteer personnel to discuss program management, status, and updates;
• Meet weekly with COTR and expanded Visitor Experience 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
In the event of emergencies, the contractor will have an option to telework.

**Period of Performance**
The Museum requires these services to be provided onsite at the Museum 5 days per week (Sunday to Thursday), from 9 am to 5:30 pm. Services are needed on one weekend day (Sunday) and pre-arranged holidays, evenings, and special events. During the initial training and onboarding phase of this service contract, the contractor will be asked to work Tuesday-Saturday for approximately the first 2-4 weeks.

The contract is for one year from Dec.15, 2022-Dec. 14, 2023, with an option period of one additional year from Dec. 15, 2023-Dec.14, 2024. NMNH will determine whether to exercise the option year based on performance and funding availability.

Occasionally, due to shifting needs in the public areas of the Museum and adjustments in personnel, opportunities do arise to change to a Tuesday-Saturday schedule, if mutually agreed upon between the COTR and the contractor.