



THE JOY OF MUSIC SCHOOL IS HIRING!

Work for Knoxville's beloved tuition-free music school for underserved youth!

Joy of Music School
Knoxville, Tennessee

VOLUNTEER & COMMUNITY MANAGER

Position

Reports to: Executive Director

Full-time

Full benefits package

Please note: The ideal candidate is an experienced instrumental musician or music educator with recruiting, marketing, and public relations skills.

Job Purpose:

The Volunteer & Community Manager's role is to run and grow a successful volunteer program that advances the mission of the Joy of Music School. They are responsible

for recruiting, retaining, and managing volunteers who teach the weekly private lessons at the School. This individual will conduct recruitment using marketing and public relations techniques in coordination with the Development and Marketing Manager. The Volunteer & Community Manager is also responsible for overseeing the School's musical instrument collection, including intake, condition assessment, cataloguing, and tagging. The job also includes managing databases related to the music instruction program in coordination with the Director of Music Education.

Primary Duties and Responsibilities:

The Volunteer & Community Manager performs the following duties:

Manage the Volunteer Program

- Develop and implement goals and objectives for the volunteer program in cooperation with the Director of Music Education.

- Assess the need for volunteers with specific skill sets to support the music education program.

- Provide input on an annual budget for volunteer program activities.

- Evaluate the volunteer programs and implement improvements as necessary

Organize the Volunteer Program

- Administer, share, and review policies and procedures that guide volunteer programs.

- Develop and administer forms, databases, and records to document volunteer activities.

- Identify non-music volunteer assignments that provide meaningful work and create volunteer position descriptions in consultation with staff as appropriate.
- Develop and administer mentoring training programs for volunteer music teachers, including adherence to information-gathering and reporting required by institutional funders.

Recruit and Engage Volunteers

- Promote the volunteer teaching program to increase community awareness and support.
- Get into the community regularly, both in person and virtually, to recruit and spread awareness.
- Develop, implement, and monitor effective marketing and public relations strategies that recruit qualified volunteers.
- Manage and develop the intake and interview process for potential volunteers to ensure the best match between their skills, qualifications, and interests and the needs and offerings of the School.
- Maintain an up-to-date screening process for potential volunteers using accepted screening standards and practices. This includes criminal and other types of background checks. Maintain these records securely.

Support the Volunteer Program

- Conduct required orientation sessions for volunteer teachers to increase their understanding of the School, its students and families, its services, its mentoring program, and the roles and responsibilities of volunteers.

- Work with the director of music education to deliver appropriate training and support for volunteers.
- Ensure that daily volunteer check-in procedures are followed, and records of volunteer hours are maintained.
- Ensure that volunteers have opportunities to give feedback and rate their satisfaction. Present the feedback to pertinent JoMS staff members with analysis and ideas.
- Assist in conflict resolution among students, families, and staff when it involves volunteers. Coordinate with leadership.
- Plan and implement regular formal and informal volunteer recognition activities and gestures of gratitude to celebrate their contributions.
- Identify and evaluate risks associated with the volunteer program and work to manage them.
- Ensure that volunteers work in a safe, healthy, and supportive environment, and in accordance with all applicable legislation and regulations.
- With the director of music education, evaluate the contribution of each volunteer annually.
- Prepare reports for board meetings on the volunteer program.
- Prepare an annual report on the contribution and progress of the volunteer program.
- Administer and monitor expenditures for the volunteer program against the approved budget.

Manage Data and Metrics

- Ensure that program metrics, both qualitative and quantitative, are tracked and maintained in reportable formats to enable effective reports.
- Create, maintain, and update necessary databases so the staff has effective records and reports on program metrics, including student achievement surveys, performance evaluations, student program surveys, parent surveys, etc.
- Be responsible for collection of data related to the mentoring program and create reports, particularly as needed to fulfill grant application and reporting requirements.
- Support the staff's ability to access and retrieve information related to the daily operations of the School, such as attendance and star prize awards tracking.
- Manage the JoMS app program-wide. Share its status and progress regularly with staff and solicit regular staff input.

Manage the Instrument Inventory

- Be responsible for the School's instrument collection, including intake, condition assessment, cataloguing, tagging, storage and documentation in FileMaker and Kindful software.
- Review and monitor the process of donated instrument intake with staff.
- Periodically assess the inventory for its size and selection with an eye toward selling or disposing of instruments no longer deemed useful.

Personal Characteristics

The Volunteer & Community Manager should:

- Behave ethically: Ensure that your behavior and the behavior of others is consistent with ethical standards and aligns with the values of the School.
- Build relationships: Establish and maintain positive working relationships with others, both internally and externally.
- Communicate habitually and effectively: Speak and write in a clear, thorough, and timely manner using appropriate and effective techniques.
- Be Creative and Innovative: Develop new and unique ways to improve the volunteer program and to create new opportunities.
- Foster teamwork and transparency: Work cooperatively and effectively with others to set goals and make decisions.
- Lead: Positively influence others to achieve results.
- Organize: Set priorities, develop a work schedule, establish goals, monitor progress towards goals. Track details, data, information and activities.
- Plan: Be strategic, set objectives, create and implement plans. Evaluate progress and results.
- Solve Problems: Assess situations. Identify causes, gather, process and share information, generate possible solutions, and make recommendations to resolve problems.

Knowledge and experience with the following are desired:

- Recruiting
- Musical instruments

- Databases
- Social media and other forms of marketing
- Microsoft 365, including Outlook, Word, Excel, PowerPoint
- FileMaker Pro
- Appy Pie

Hours: Full time, 9:00am to 5:00pm Monday through Friday. Occasional evenings and weekends for events and community interaction.

Salary: \$51,000 annually, commensurate with qualifications and experience, plus full-time benefits available to JoMS employees

Please send a resume and cover letter to opportunities@joyofmusicschool.org.

Applications without a resume will not be accepted, nor replied to.





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Our mailing address is:

1209 Euclid Ave. Knoxville, TN 37921