



POSITION DESCRIPTION:

Administrative and Volunteer Manager

Position Type: Full-time, non-exempt (40 hours per week)

Reports to: Operations Director

Location: Mitchell Park Horticultural Conservatory (Milwaukee, WI) (primarily on-site; occasional remote work permitted)

Deadline to Apply: September 29, 2025

About Milwaukee Domes Alliance: As an operating partner of the Mitchell Park Horticultural Conservatory, the Milwaukee Domes Alliance (formerly Friends of the Domes) helps cultivate a lifelong love of nature for all visitors through coordinating immersive, restorative experiences within the iconic horticultural oasis.

Mission Statement: We provide inspirational experiences that restore connections to nature and community in a one-of-a-kind horticultural oasis at the heart of Milwaukee.

About the Domes: The Milwaukee Domes provides a one-of-a-kind nature retreat that takes visitors across the globe in the course of an afternoon, all housed in the world's most unusual and architecturally significant horticultural conservatory. Home to 2,000 plants from diverse climates, it is the world's only beehive-shaped conservatory. The Domes represent a powerful tool for encouraging visitors to make environmentally sustainable choices within their own families. With shows and displays changing multiple times a year there's always something new to explore at the Domes.

Position Overview: The Administrative and Volunteer Manager is responsible for administrative support, maintaining office operations, and coordinating volunteers to support the organization's overall effectiveness. This role requires strong organizational skills, proactive problem-solving, and the ability to manage multiple priorities efficiently.

RESPONSIBILITIES

Administrative & Office Support (approximately 75%):

- Provide calendar, scheduling, e-mail and follow-through support to the Chief

Executive Officer (primary) and Operations Director (as needed).

- Oversee office operations including mail intake/processing, document management, office/event supplies, printer/postage, and vendor coordination.
- Support membership functions in partnership with the Membership Manager (e.g. renewal mail merges, light database entry, reporting).
- Assist with database maintenance and accurate record-keeping.
- Light tech troubleshooting including front- and back-end tech support.
- Maintain the customer-facing inbox, ensuring timely communication.
- Contribute to team efforts by proactively assisting where needed.
- Other responsibilities as assigned.

Volunteer Coordination (approximately 25%):

- Schedule and communicate with volunteers for education programming, special events, Milwaukee County Parks activities, and office support (mailings, data entry, reception).
- Develop strategies to recruit, retain, and engage volunteers and service-learning students.
- Facilitate volunteer orientations and plan annual volunteer appreciation events.
- Track and report progress toward Key Performance Indicators (KPIs) to assess volunteer program success.
- Maintain the volunteer database, ensuring all volunteer information is up-to-date.
- Some evening and weekend availability is required to support volunteer coordination, events, and special programming.

QUALIFICATIONS

The ideal Administrative and Volunteer Manager will bring most of the following qualifications and skill sets:

- 3+ years of experience in administrative support, volunteer coordination, nonprofit work, project management, events, and/or office operations.
- Proficiency in Google Workspace and Microsoft Word/Excel (mail merges and advanced administrative functions).
- Comfort with databases/CRMS (Salesforce/Veeva a plus); Asana or similar project management tools a plus.
- Organized, detail-oriented, excellent communicator, able to juggle multiple priorities.
- Ability to set priorities and adapt to changing needs in a fast-paced environment.
- Proactive problem-solver with a solutions-oriented mindset.
- Ability to work independently and take initiative.
- Positive attitude and team player who enjoys collaborating across departments.
- Associate's degree or equivalent experience preferred.

Physical Demands: The employee is occasionally required to traverse within their work area as well as other areas of the facility. Ascending and descending of stairs (building that does not contain an elevator). We value diversity: Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Compensation and Benefits:

- **\$22+ per hour;**
- **\$7,500 in ICHRA healthcare premium reimbursement;**
- **15 days paid time off, plus 8 holidays and sick time;**
- **Flexible work hours; some work may be completed remotely.**

Commitment to Diversity: The Milwaukee Domes Alliance is an equal opportunity employer and places a high value in creating a workforce that reflects the diversity of the Milwaukee community. The Milwaukee Domes Alliance does not discriminate against any employee or applicant for employment because of race, color, ethnicity, religion, gender, sexual orientation, gender identity or expression, national origin, disability, age, marital status, military status, pregnancy, or parenthood. We believe diverse teams are effective teams, and that innovation is only possible when a set of diverse experiences and perspectives are at the table.

Send cover letter and resume to:

Samantha Bronson, Operations Director,

Milwaukee Domes Alliance, SBronson@milwaukeedomes.org

Please ensure "Administrative and Volunteer Manager" is in the subject line.

No phone calls please.