Fuller Craft Museum
DISCOVER CONTEMPORARY CRAFT

Job Title: Volunteer & Outreach Coordinator
Department: Learning & Engagement
Reports To: Manager of Learning & Engagement
Status: Full-Time, 32 hours per week
Salary: $40,000 - $45,000 BOE

Position Overview

The Volunteer & Outreach Coordinator plays a vital role in connecting Fuller Craft Museum to its community, including managing the Museum's robust volunteer program, coordinating school and public tours, supporting outreach and community engagement initiatives, and overseeing summer children's programming. This position requires a warm, organized, and proactive individual who thrives in a collaborative, mission-driven environment and is passionate about making art accessible to all.

Key Responsibilities

Tour Program

- Partners with the Brockton Public Schools Art Department, alongside the Manager of Learning and Engagement, to coordinate tour dates and times, including volunteer coordination and day-of logistics, and communicates scheduling needs to relevant staff
- Receives, processes, and calendars all incoming tour requests, including self-guided visits
- Collaborates with the Rentals team to coordinate tours that include space rental components
- Schedules, invoices, and adjusts tour reservations as needed using MUSE software
- Greets and welcomes tour groups upon arrival or arranges appropriate coverage for all visits
- Works with front desk staff to ensure tours are correctly checked in and charged
- Maintains and supports haptic engagement tools for tours, including tour bags and Myron's Cart

- Creates hands-on additions for tours and programs as needed to enhance visitor engagement and accessibility

Volunteer Program

Fuller Craft's volunteer cohort is made up of more than 30 dedicated Museum Educators — experienced, community-rooted individuals who bring a wealth of life experience and a deep love of craft to every tour and program they lead. The Volunteer & Outreach Coordinator will cultivate and support this cohort with care, respect, and enthusiasm.

- Facilitates monthly volunteer cohort meetings (held the first Wednesday of each month), including training in teaching methods, museum updates, facilitated activities, and practice sessions
- Collaborates with Curatorial staff to schedule volunteer walk-throughs of current exhibitions
- Writes and distributes a weekly email to the full volunteer cohort with up-to-date information; maintains Padlet, Sign Up Zone, or equivalent software for scheduling and document sharing
- Maintains timely and consistent communication with the volunteer cohort
- Supports and encourages independent volunteer engagement initiatives
- Schedules all volunteer programs in collaboration with Learning & Engagement, Events, Rentals, Curatorial, and Membership teams to ensure appropriate coverage
- Manages and reports all incidents involving the volunteer cohort
- Reviews volunteer performance and adjusts training and programming as needed
- Recruits and trains new volunteers each fall, with support from the Manager of Learning & Engagement
- Reviews and revises the Volunteer Handbook and Code of Conduct on an annual basis, ensuring all volunteers sign required forms
- Manages CORI checks and communication waivers for the full volunteer cohort

Outreach Programming

- Coordinates and facilitates offsite programming and outreach opportunities at local community events
- Prepares and distributes craft kits, make-and-take activities, and other outreach collateral
- Collaborates with the Manager of Learning & Engagement, Events Manager, and Executive Director to staff and support community-based tabling and events as needed

Summer Children's Programs

- Manages the day-to-day operations of Fuller Craft's summer children's programs
- Oversees program materials and supplies with support from the Manager of Learning & Engagement
- Works with the Office Manager to collect and file all required paperwork for participating children

Departmental & General Responsibilities

- Serves as a board committee liaison
- Supports the broader work of the Learning & Engagement Department, including assisting with programs, creating gallery materials, supporting class and workshop functions, performing light cleaning and maintenance, and attending staff and departmental meetings as needed.
- Manages Education Department internships and volunteer opportunities as needed
- Serves as the Museum's primary liaison for the Curry College Student Worker Program, working with associated staff to facilitate additional placements outside of the Education Department

Qualifications

Minimum Education and Experience

- Bachelors degree in art history, education, fine arts, humanities, or a closely related field, or an equivalent combination of education and experience.
- At least two (2) years of experience in an arts or cultural institution, leading/designing educational programs for culturally diverse audiences.

Required Knowledge, Skills, and Abilities

- Excellent written and verbal communication skills, including the ability to present information in a variety of formats, to understand and present information to a broad audience base, and to communicate the museum’s mission with passion and sensitivity.
- Excellent interpersonal skills with a proven ability to work well with colleagues, other employees, students, and artists.
- Record of strong management and analytic skills, both strategic and operational.
- Strong organizational skills and meticulous attention to detail.
- Experience working with children, volunteers, and diverse community populations.

- Proficiency in Microsoft Office Suite; experience with museum management software a plus.
- Warm, welcoming demeanor with a genuine passion for arts education and community engagement.
- Ability to multitask and manage competing priorities in a fast-paced environment
- Commitment to Fuller Craft Museum's mission of inclusivity, lifelong learning, and creative exchange.
- Experience with CORI checks, database management, or volunteer scheduling software preferred.
- Requires some evenings and weekend hours.

About Fuller Craft

Fuller Craft Museum is the only craft-focused museum in New England, located in Brockton, Massachusetts. We are committed to making contemporary craft accessible to all through dynamic exhibitions, hands-on education programs, and deep community partnerships.

We offer a collaborative team atmosphere to support your professional efforts. The position is a full-time, salaried, exempt year-round position for 32 hours a week with some evening and weekend work required. The position reports to the Manager of Learning and Engagement and is eligible for benefits including medical and dental insurance (80% employer paid), retirement with 3% employer match, and paid time off. FCM offers a flexible work environment, with the opportunity to work remotely on days where on-site presence is not required, based on the employee's schedule and the needs of the department.

Frequently cited statistics show that women and members of structurally marginalized and/or underrepresented communities apply to jobs only if they meet 100%

of the qualifications. Fuller Craft Museum encourages any interested party to apply, as no one ever meets all of the qualifications. We look forward to your application. An offer of employment from FCM is contingent on a successful background check, including Massachusetts Criminal Offender Record Information (CORI).

How to Apply

Please submit a cover letter, resume, and contact information for three references to Executive Director Jennifer Chrzanowski at jchrzanowski@fullercraft.org. Please put "Volunteer & Outreach Coordinator" in the subject line. Applications will be reviewed on a rolling basis until the position is filled.