



Who are we?

The Pacific Battleship Center, doing business as the National Museum of the Surface Navy, is the fourth (4th) most popular tourist attraction in the greater Los Angeles area. Battleship IOWA is revolutionizing the way people experience history as we provide an extraordinary platform for museum tours, veterans programs, and educational opportunities, as well as a venue for special events and community efforts across a wide range of activities throughout the year.

What are we seeking?

A **Volunteer Services Assistant** to support the Volunteer Department. This role is part-time up to 20 hours per week and reports to the volunteer services manager.

The scope of the volunteer program aboard Battleship IOWA is reasonably robust, with roughly 200+ regular, individual volunteers. Additionally, we host periodic corporate, civic, and military volunteer groups with intense periods of group volunteering at various times throughout the year. Our goal is to grow the program considerably as the organization transitions into the National Museum of the Surface Navy.

Minimum Expectations and Responsibilities

- Assisting in all aspects of the Volunteer Department
- Administrative tasks: data entry, filing, managing email, scanning, copying, etc
- Tracking volunteer processing in the database, including as we transition to Salesforce
- Maintaining clean, well-stocked volunteer spaces, such as our Volunteer Center, offices, sheds, and storage spaces
- Outreach and recruiting, including arranging volunteer interviews
- Onboarding new volunteers: processing paperwork, creating photo IDs, giving volunteer familiarization (sponsorship) tours
- Making phone calls to current and prospective volunteers, vendors, and others as needed
- Managing volunteer uniforms and IDs including inventory and distribution
- Ordering, organizing, and maintaining awards, galley gear, cleaning and office supplies, etc
- Working cooperatively with and at times leading volunteers
- Working cooperatively with all departments, managers, and leads
- Organizing and working volunteer events such as potlucks, field trips, crew tours, training, orientation, outreach, awards ceremonies, reunions, and memorials
- Other duties as assigned

Essential Functions



Key Qualifications

- Must be at least 18 years of age
- Able to follow and provide effective directions
- Work independently and as part of a team
- Basic knowledge of Google and Microsoft applications
- Ability and willingness to learn new software
- Capable of multi-tasking and projecting a positive attitude despite potential challenges and interruptions
- Able to lift and carry the equivalent of a flat of drinks or large bottle for a water cooler
- Availability to work weekends as needed for volunteer events
- Flexibility - the position sometimes requires turning on a dime, maintaining composure, and coming up with creative solutions
- Comfort working in a marine environment (which can be challenging at times: hot, cold, smelly, etc.) including the ability to negotiate steep stairs/ladders and maneuver through ship passageways and compartments
- Willingness to ask for and accept help

Successful Candidates Will Possess

- Excellent written and verbal communications skills
- Comfort communicating by phone, email, Google Meet, Zoom, text, and in person
- Great interpersonal skills and an ability to keep a cool head
- Strong organizational skills
- Emotional intelligence
- Dedication to accuracy and protection of volunteer records/data
- A positive, "can do" attitude
- A proactive work ethic, but not afraid to ask questions and accept direction
- A thick skin and great senses of humor, honesty, and humility
- Driver's license
- The soul and work ethic of a caterer, an adventurous spirit, and a willingness to try new things

Bonus Qualities

- Familiarity with Salesforce
- Familiarity with Adobe Acrobat
- Experience as a volunteer
- Experience in volunteer management
- CVA
- Experience working on ships or boats
- A passion for the resource
- Tech savvy
- Bilingual

Physical Demands

- Standing and/or walking for up to 7 ½ hours
- Frequent lifting, climbing, and twisting
- Occasional squatting or kneeling

Work Environment

- Exposure to varying temperatures and weather conditions
- Uneven surfaces and walkways

Compensation

- \$20 per hour
 - Up to 20 hours per week, non-exempt
 - Flexible schedule
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The Pacific Battleship Center is seeking applicants who have demonstrated experience and commitment to working with a diverse community. If hired, there will be a review upon completion of a 60-day evaluation period. The work schedule is open for discussion.

To Apply

Please send your resume and cover letter to Volunteer Services Manager [Sue Schmidt](mailto:sschmidt@labattleship.com) (sschmidt@labattleship.com) and let us know why you think you'd be a good fit for this role. Resumes without a cover letter will not be considered. Questions are welcome.

The environment is unique, the team is talented, the work is challenging, and the culture is fast-paced and fun.

The Pacific Battleship Center is proud to be an equal opportunity employer (EOE), dedicated to establishing and maintaining a diverse crew. We do not tolerate discrimination or harassment based on race, color, religion, gender identity or expression, sexual orientation, genetic information, disability, or age.

About the Battleship IOWA Museum

Located in San Pedro, Calif., Battleship USS IOWA Museum is one of the top four museums and attractions in Los Angeles, bringing the ship's history to life through in-person and virtual tours and educational programs for youth. In addition to providing a natural platform for veterans and patriotic civilians to come together as a community, Battleship USS IOWA Museum offers a wide array of impactful programs and resources that support the critical needs of our military and veterans.

The museum is owned and operated by Pacific Battleship Center, a 510c3 non-profit organization solely supported by admissions, donations, event space rentals, and a gift shop. We do not receive government funding for our operations.