Director of Volunteers

Director of Volunteers: Role Description (iLRN)

Role summary

The Director of Volunteers leads the volunteer program of the Immersive Learning Research Network (iLRN) and serves as its day-to-day operational lead for community programming. The role recruits, onboards, and supports an international volunteer team, and turns that team's work into a functioning virtual campus, a year-round events calendar, and a well-run annual conference.

The role combines three kinds of work: people coordination, hands-on building in the virtual campus, and the documentation and reporting that keep the organization's knowledge usable from one year to the next.

Reporting and governance

The Director of Volunteers sits on the iLRN board and represents the volunteer program there. Day-to-day, the role works most closely with the CEO/President and the CTO, and coordinates with program organizers, the Codex Librarian subgroup, and the host-site team for each year's conference.

Core responsibilities

Volunteer recruitment, onboarding, and retention

- Recruit volunteers through the signup form, professional networks, and partner communities such as ASIS&T.
- Onboard new volunteers: Discord access and roles, orientation to the campus and the Codex, and a first task matched to their skills.

- Match volunteers to work across build, graphics, tech support, events, and documentation teams.
- Track volunteer hours and contributions for grant and board reporting.
- Keep volunteers engaged, re-engage those who have gone quiet, and make sure contributions are recognized.

Virtual campus design and building

- Design, build, and maintain the iLRN virtual campus in FrameVR, including the central hub, Student Center, Branch Houses, and special-purpose spaces.
- Set and enforce build standards: asset compression, material and polygon limits, naming conventions, and wayfinding.
- Monitor campus performance with real usage data and act on the findings.
- Lead Build Days and co-build sessions, and manage editing permissions for volunteer builders.
- Build exhibition and event environments, such as themed event spaces and archived virtual exhibits.

Community programming and events

- Plan and run the year-round programming calendar leading to the annual conference (for 2026 to 2027, the Road to Daegu series).
- Host weekly Open Hours and the weekly volunteer meeting.
- Produce monthly community events end to end: concept, environment, RSVP, communications, tech checks, and hosting.
- Schedule events across time zones so that members in the Americas, Europe, and Asia can each take part.

Communications

- Write and send community communications across Discord, email, and LinkedIn.
- Keep the community calendar current and communicate conference milestones such as call-for-papers deadlines.
- Direct volunteer graphic designers on event images and a regular social posting calendar.
- Act as the first point of contact for volunteers and for attendees who need help in the virtual spaces.

Documentation and knowledge management

- Maintain the Volunteer Workbook and related reference pages in the iLRN Codex (BookStack).
- Write platform documentation, templates, and checklists that let new volunteers work without one-on-one instruction.

- Review Codex content for broken links, placeholder text, and structural gaps, and coordinate fixes with the Codex Librarian subgroup.
- Keep evergreen reference material in the Codex and time-bound information on the event calendar.

Analytics and reporting

- Analyze campus performance and attendance data and report findings to leadership.
- Report volunteer hours and program outcomes accurately, with limits of the data stated.
- Bring evidence from usage data and volunteer feedback into decisions about campus and program design.

Conference production

- Prepare the virtual campus for the annual conference, including poster and presentation spaces, against a published readiness timeline.
- Brief volunteers on conference roles and assign shifts.
- Handle attendee communications before the conference and real-time logistics and support during it.
- Support engagement features such as the conference treasure hunt and other gamified activities.

Regular commitments

Commitment	When	Where
Open Hours (drop-in)	Fridays, 8:00 to 10:00 AM Pacific	FrameVR Student Center, with Zoom
Volunteer meeting	Thursdays, 1:00 PM	Online
Build time and co-build sessions	Sundays, plus scheduled Build Days	FrameVR campus
Community event	Monthly	FrameVR campus
Board meetings	As scheduled by the board	Online
Annual conference	Virtual and in-person sessions each June	FrameVR campus and host site

The workload rises sharply in the eight weeks before the annual conference, when campus readiness, volunteer briefing, and attendee communications run in parallel.

Skills and experience

- Volunteer or community management with a distributed, international, all-volunteer team.
- User experience, human factors, or information architecture background, applied to spatial and virtual environments.
- Hands-on building in WebXR platforms such as FrameVR, with working knowledge of 3D asset preparation and performance limits.
- Clear writing across registers: informal community posts, structured email, and precise technical documentation.
- Knowledge management and documentation practice, including wiki structure and content review.
- Data analysis sufficient to work from raw exports and report findings honestly.
- Event production for online and hybrid events across time zones.
- Ability to build structure where little exists, work with limited direction, and coordinate across leadership, academics, and volunteers.

Tools and platforms

Area	Tools
Virtual campus	FrameVR; Blender and Unity for asset and environment preparation
Community and communications	Discord, email, LinkedIn, Zoom, community calendar on immersivelrn.org
Documentation	iLRN Codex (BookStack)
Forms, scheduling, and tracking	Tally, WhenIsGood, Jira, Miro, spreadsheets
Design	Canva and the iLRN brand kit
Analysis and reporting	Python on CSV exports, PDF reports

Revision #1
Created 13 November 2026 19:23:26 by Charlene Hardin
Updated 13 November 2026 19:42:47 by Charlene Hardin