**CLASS SPECIFICATION**
**Volunteer Programs Coordinator**

FLSA Status: Exempt
Union Representation: Nonrepresented

## GENERAL PURPOSE

Under general supervision, plans, develops, organizes, manages and administers large-scale volunteer programs that support accomplishing bureau goals and objectives; provides leadership and direction to a large number of volunteers and works cooperatively with staff and managers, as well as partner entities, to achieve program goals; and performs related duties as assigned.

## DISTINGUISHING CHARACTERISTICS

This class is responsible for developing and administering a comprehensive volunteer services program to support the broad outreach and administrative goals of a major City bureau. The incumbent plans, organizes and carries out volunteer program activities, ranging from outreach recruitment to training and oversight of volunteers placed in a variety of service capacities. Duties require the exercise of a substantial degree of independent judgment and initiative in implementing diverse and detailed activities to meet the bureau's goals.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Consults with bureau managers and staff to identify need and opportunities for volunteer support; analyzes programs for potential volunteer opportunities and make recommendations to the bureau; evaluates and formulates new volunteer initiatives; develops annual budgets and monitors volunteer performance against the program budget.

2. Provides day-to-day program leadership and works with staff and volunteers to ensure a high performance environment that supports achieving the bureau's mission, objectives and values; trains staff on volunteer management techniques and tracks their efforts to ensure compliance with bureau procedures; distributes procedure updates to staff and managers; meets with supervisors to explain procedures and solicit feedback; meets with staff periodically to review adherence to procedures and suggests changes; distributes articles and other materials on volunteer management to staff and managers.

3. Markets volunteer opportunities to the public by designing and implementing campaigns to inform and encourage public participation, publishing fliers and print advertisements, and reviewing the bureau website and submitting revisions; drafts volunteer job descriptions; coordinates volunteer

selection activities to match volunteer skills and abilities to assignment requirements; plans, schedules and coordinates placements and changes in volunteer assignments; develops and conducts new volunteer orientation and training programs, based on volunteer job requirements; develops, implements and administers volunteer evaluation and motivation systems.

4. Tracks and reports on volunteer projects and work hours; maintains records for active volunteers; maintains a volunteer and volunteer positions database.

5. Coordinates and manages volunteer participation in seasonal programs that operate entirely with volunteers; coordinates and manages volunteer participation in various single to two-day volunteer projects; compiles an annual report that details volunteer hours and financial support from various agencies.

6. Acts as liaison to various non-profit groups, businesses and other community partners that support bureau programs; explains bureau policies and changes; participates on committees as a representative of the bureau regarding volunteer programs.

7. Coordinates with other volunteer program coordinators within the bureau on marketing campaigns, website information and contacting non-profit groups and citizen groups to encourage volunteer participating in bureau programs.

## OTHER DUTIES

1. Tracks federal and state legislation and case law applicable to the utilization of volunteers; modifies bureau volunteer procedures to ensure compliance.

2. Participates in professional development meetings and seminars and reviews trade publications to remain up-to-date on trends in volunteer management and activities.

3. May act as a bureau first aide trainer.

## DESIRED MINIMUM QUALIFICATIONS

### Knowledge of:

- Principles, practices, methods and techniques for designing and implementing volunteer service programs, including marketing volunteer service and recruiting, selecting, assigning, utilizing and evaluating work of a large and diverse volunteer staff.

- Methods and techniques for recognizing and motivating volunteer contributions.

- Local, state and federal regulations and bureau policies applicable to the use of volunteers.

- Standard office management and record keeping practices and procedures.

- Program evaluation and implementation methods and techniques.
- Principles and practices of business communication.
- Budgeting and contracting methods and practices.
- Current trends in volunteer activities and management.
- Practices and procedures of the Medic First Aid Program.
- Principles and practices of effective supervision.
- City human resources policies.

**Ability to:**

- Design, develop, implement and administer a comprehensive volunteer services program encompassing a broad range of activities.
- Design and carry out outreach recruitment to reach individuals in diverse communities and organizations.
- Exercise sound independent judgment within established guidelines.
- Operate a computer and word processing, spreadsheet and graphics software in preparing reports, program analyses and presentation materials.
- Deliver effective oral presentations to diverse audiences.
- Represent the bureau effectively and facilitate and conduct meetings in an efficient manner.
- Communicate clearly and effectively, orally and in writing.
- Prepare clear, concise and accurate reports, correspondence, program evaluations and other written materials.
- Understand, interpret and explain bureau and other laws, regulations and programs applicable to bureau programs and operational requirements.
- Utilize training approaches and techniques appropriate to volunteer staff.

- Exercise tact and diplomacy in dealing with individuals from diverse cultural, organizational and professional backgrounds.

- Develop and maintain effective working relationships with bureau and City managers, staff, volunteers, community and non-profit groups, the public and others encountered in the course of work.

### Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with major course work in business or public administration, social service or a related field; and four years of progressively responsible experience in developing and/or coordinating volunteer programs, preferably in a non-profit setting; or an equivalent combination of training and experience.

### Licenses; Certificates; Special Requirements:

A first aid certification is desirable.

A valid state driver's license may be required for certain assignments.

## PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

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### Class History:

Adopted: 07-01-02

Class created as a result of Non represented Classification & Compensation Study, 2000-2002. This class is composed of positions from the following class:

0966 PROGRAM COORDINATOR. Adopted: 07-01-92

June 2009 - Change Job Class number from 7212 to 30000499, due to system change.