

VOLUNTEER SERVICES COORDINATORDEFINITION

Under general direction, plans, implements and coordinates the Recreation and Community Services Agency's volunteer program to achieve maximum utilization of volunteers.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Identifies departmental volunteer needs for City sponsored special events, programs and activities. Recruits, screens, selects, trains, motivates, assigns work to and supervises volunteers. Establishes and maintains insurance and attendance records. Prepares position descriptions and procedure manuals. Develops and implements programs for evaluation and recognition of volunteers. Seeks private and corporate sponsorship of programs. Fosters the growth of contacts with school districts and a wide variety of public agencies, private nonprofit and community groups for recruitment efforts. Cultivates media contacts and prepares clear, concise and error-free notices, fliers, letters, brochures and other written materials for press releases, either independently or in accordance with oral and written directions. Uses current office software applications to prepare written reports or other documentation as necessary. Performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS

Incumbents in this class perform specialized work fairly independently, but are expected to keep a number of people informed of their work progress as it relates to division projects.

RECOMMENDED MINIMUM QUALIFICATIONS

Experience directing or supervising volunteer and corporate sponsorship programs. Two years of college-level coursework, which includes or is supplemented by college-level coursework in psychology, sociology or other related field, or any combination of training and education that provides the following knowledge, skills and abilities:

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: volunteer and corporate sponsorship programs in a diverse multi-cultural community; principles and practices of recruitment and selection; principles and practices of supervision, training, evaluation and motivation; correct English grammar usage; current office practices and procedures; current applicable computer software applications such as Microsoft Word and PowerPoint.

Ability to: communicate effectively, both orally and in writing; prepare clear, concise and error-

free notices, fliers, letters, brochures and other materials for press releases or other needs, either independently or in accordance with oral or written instructions; determine departmental volunteer needs and design/implement responsive, effective volunteer programs; establish effective working relationships with volunteers, city personnel, public agencies, civic organizations, and the general public.

SPECIAL REQUIREMENT

Must possess and retain a valid California Class C Drivers License. Willingness and ability to work evenings, weekends, and holidays as needed.

CHARACTERISTICS OF SUCCESSFUL PERFORMERS

The successful performer is a patient, flexible, friendly individual who enjoys working with people of all ages and from diverse economic and cultural backgrounds. Well organized and detail oriented, this self-starter effectively plans and implements volunteer programs through personal outreach to a wide variety of multi-cultural community sources. The effective Volunteer Services Coordinator is able to produce concise, clear and error-free written materials, as needed. This enthusiastic motivator inspires volunteers to higher levels of reliable service, and effectively enlists broad community support and involvement.

Class title established per Council Resolution No. 85-118,
effective 10-1-85

Revised: 10/02
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