



June 2008

LIBRARY VOLUNTEER COORDINATOR

DEFINITION

Under general supervision, oversees and administers the Library volunteer program, including recruiting, training, and recognizing/rewarding volunteers; develops and implements methods to sustain volunteer participation; maintains volunteer records; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Library Services Director. Provides training, guidance, and technical and functional direction to volunteers as assigned.

CLASS CHARACTERISTICS

This is a single-position classification that oversees and administers the Library volunteer program. Responsibilities include working with staff to identify opportunities for volunteer support and to develop volunteer program parameters; writes volunteer position descriptions; recruits and trains volunteers; ensures volunteers comply with all applicable Library and City policies and procedures; coordinates the activities of the multiple volunteer groups; supports and administers the Library Volunteer Recognition program; and maintains records and reports statistics related to the volunteer program, including tracking volunteer hours. The incumbent also assists in promoting the Library's volunteer program through public speaking and participation in community events and activities. This class is distinguished from administrative support classes in that it performs complex technical duties and requires advanced knowledge in a technical area of specialization.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so that qualified employees can perform the essential functions of the job.

- Plans, directs, oversees, and coordinates the Library volunteer program.
- Recruits, interviews, tests, and selects each volunteer applicant thoroughly and determines knowledge, skills, and abilities before acceptance into the program; receives volunteer applications and maintains a log and file of all applications; handles all necessary correspondence with applicants in a timely manner.
- Determines which function each volunteer is best suited for based on assessment of volunteer knowledge, skills, abilities, and Library needs; schedules volunteers to meet the needs of the Library while maximizing volunteer job satisfaction and fulfillment.
- Ensures all volunteers are informed about Library programs, services, and activities and that Library staff is informed about the volunteer program.
- Works with the Library Services Director and other staff to identify opportunities for volunteer support and to develop new volunteer positions and programs; establishes and maintains a listing of the volunteer positions in each division, including the desired number of volunteers for each position.

- Works with division managers and supervisors to write and maintain accurate position descriptions for the volunteer positions in each division, including the required work schedule and time commitment for each position.
- Identifies and implements ways to recruit new volunteers through community outreach, public relations programs, volunteer recruiting fairs, local volunteer agencies and organizations, and other service organizations.
- Provides opportunities for court-referred volunteers as operations allow.
- Plans, directs, and organizes orientation for new volunteers; coordinates on-the-job and other required training between volunteers and staff.
- Develops and maintains a volunteer handbook and ensures each volunteer receives a copy; directly communicates with Library volunteers through face-to-face, phone, and web contact methods.
- Ensures volunteers receive safety and emergency response training as required and are informed about all Library and City policies and procedures related to their work.
- Performs daily coordination of volunteers, holds meetings with volunteers, and gets feedback from volunteers regarding job satisfaction; designs and implements volunteer recognition programs in collaboration with library support groups.
- Assists division managers in addressing performance deficiencies and issues by providing additional training, reassigning the volunteer, or terminating the volunteer assignment.
- Holds meetings with Library staff to determine ways to maximize the value of the volunteer program to the Library.
- Prepares and maintains accurate and complete records of the work performed; prepares clear and concise reports to monitor the success of the volunteer program; creates related written materials as necessary.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, and methods of administering and coordinating a volunteer program.
- Basic principles of supervision and training.
- Techniques for dealing with a variety of individuals from various socio-economic, cultural, and ethnic backgrounds.
- Applicable Federal, State, and local laws, codes, and regulations, as well as Library and City policies and procedures (e.g., union contracts).
- Principles and practices of library services, programs, and promotions.
- Business letter writing and basic report preparation techniques; effective communication techniques in public presentations.
- Basic record keeping principles and procedures.
- Basic mathematical principles.
- Modern office practices and procedures, including the use of standard office equipment.
- Computer applications related to the work, including word-processing, spreadsheet, and graphic design programs.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Coordinate, direct, and implement volunteer programs suited to meet the needs of the community and library.

- Recommend and implement goals, objectives, and practices for providing effective and efficient volunteer programs.
- Plan, schedule, assign, and oversee activities of volunteers; train volunteers in work procedures.
- Identify and implement effective course of action to complete assigned work.
- Oversee and participate in assigned projects, studies, and programs.
- Respond to requests and inquiries from volunteers and the general public; make presentations to volunteers and the general public; elicit community and organizational support for assigned program and projects.
- Interpret, apply, and explain applicable Federal, State, and local policies, procedures, laws and regulations.
- Prepare written reports and correspondence.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and specialized software applications programs.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience, which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from a four-year college or university with major coursework in a related field and three (3) years of planning, coordinating, implementing and directing volunteer related programs, preferably in a public library environment.

Licenses and Certifications:

- Possession of a valid driver's license with a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.