



Job Title	Senior Volunteer Coordinator	FLSA Status	Exempt
Band	PRO	Probationary Period	12 Months
Zone	5	Job Code	17051

Class Specification – Senior Volunteer Coordinator

Summary Statement:	
<p>The purpose of this position is to coordinate the volunteers program annually serving in a variety of capacities for single day projects or events. Increase the number of volunteers, as well as enhance the efficiency and effectiveness of this critical program component. The senior volunteer coordinator will oversee, direct, coordinate, and evaluate operations and activities of the volunteer program; assist in the development and implementation of program goals and objectives; coordinate with both internal and external stakeholder groups to ensure volunteer involvement is maximized in programs and projects; ensure program compliance with applicable City rules, regulations, and standards.</p>	
Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % <small>(All below must add to 100%)</small>	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
50%	Coordinates and evaluates volunteer service programs; makes recommendations for changes to programs, policies, or procedures as needed; implements new plans; and assists with developing annual budget for volunteer programs. Works with department staff to develop tasks and duties for volunteers; provides assistance when requests are made for volunteer services; develops written descriptions for volunteer assignments; provides staff with training materials to work effectively with volunteers; evaluates volunteer assignments and makes changes as appropriate; and evaluates program effectiveness.
30%	Develops a general training program for volunteers; develops training materials; assists branch or division volunteer coordinators in developing on-site training programs; and provides a basic level of training for volunteers. Provides technical and functional oversight of volunteer staff; recruits, interviews, assigns, and coordinates the services of volunteers; develops volunteer recognition program; acts as liaison between volunteers and staff; and resolves problems with volunteers.
20%	Attends meetings and workshops on volunteer services and related topics; promotes and publicizes volunteer programs; distributes information to government officials, staff, other volunteer organizations, community groups, other departments, and the media; and utilizes community resources related to volunteers. Compiles statistics and writes



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reports concerning volunteers and volunteer activities; and analyzes data concerning volunteer work. Maintains professional knowledge in applicable areas and keeps abreast of changes in job-related rules, statutes, laws, and new business trends; makes recommendations for the implementation of changes; reads and interprets professional literature; and attends training programs, workshops, and seminars as appropriate.

Competencies Required:

Human Collaboration Skills: Decisions regarding interpretation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

Reading: Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Math: Advanced - Ability to apply fundamental concepts of theories, work with advanced mathematical operations methods, and functions of real and complex variables. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Writing: Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Technical Skills Required:

Advanced Skills and Knowledge: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor's degree from an accredited college or university with major coursework in business administration, sociology, public administration, human resources, or a related field.

Experience: Three years of full-time responsible program administration, analytical, and/or budgetary experience to include experience specific to volunteer programming and/or working with volunteers.



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Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.
 Certifications required in accordance with standards established by departmental policy.

Supervision Exercised:
 Work requires managing and monitoring work performance by directing subordinate supervisors, including making final decision on hiring and disciplinary actions, evaluating program/ work objectives and effectiveness, and realigning work and staffing assignments, as needed.

Supervision Received:
 Receives General Direction: This job title normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.

Fiscal Responsibility: This job title has no budgetary responsibility.

Physical Demands: Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Seasonally
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office and specialized volunteer management software.



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The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: September 2014