



CLASS SPECIFICATION

03-27-08

VOLUNTEER COORDINATOR, 2495

Summary of Duties: A Volunteer Coordinator plans, develops, and coordinates volunteer programs for a City department, including the development of job descriptions, recruitment strategies and volunteer training programs; trains permanent staff in methods of using volunteers; and designs and implements policies and procedures for a department's volunteer program.

Distinguishing Features: Volunteer Coordinator is distinguished from Management Analyst in that the former is primarily responsible for coordinating and promoting volunteer programs, while the latter may perform these duties as an incidental assignment.

Examples of Duties: A Volunteer Coordinator:

- Works with departmental management, elected and appointed officials, representatives of other City departments and representatives of the Volunteer Bureau to identify needs that can be met through volunteers;
- Develops and recommends volunteer program policies and procedures for a department;
- Recommends, develops and conducts recruitment, publicity, and outreach efforts to attract participants to volunteer in essential department programs, including developing and arranging for the printing of recruitment materials, preparing press releases, and making oral presentations to community groups;
- Acts as liaison between community service groups and departmental personnel;
- Develops and may conduct training and orientation programs for volunteers;
- Develops and conducts training programs for permanent staff in the use of volunteers;
- Develops proper procedures for background checking, fingerprinting and registration of volunteers;
- Develops and implements means of appropriate recognition of and incentives for volunteer service and achievements;
- Monitors and evaluates effectiveness of volunteer programs and makes recommendations about their retention;
- Prepares the budget and maintains accounting, timekeeping, and financial records related to a volunteer program;
- May design and maintain databases for recordkeeping and report compliance related to a volunteer program;
- May assist in identifying sources of funding necessary to administer volunteer programs, such as preparing grant applications;

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- May supervise volunteers and permanent employees engaged in support of this work; and
- May occasionally be assigned other duties for training purposes or to meet technological changes or emergencies.

Qualifications: A Volunteer Coordinator must have the following knowledge and abilities:

Knowledge of:

- Volunteer management concepts;
- Training concepts and methods of learning;
- Database management;
- Operations and practices of the communications media; and
- Principles, techniques, tools, and media used in volunteer recruitment and recognition programs.

The ability to:

- Lead, organize, and assign the work of volunteers in order to ensure an efficient work environment;
- Work closely, effectively and diplomatically with a wide variety of volunteers, employees, and the public;
- Identify problems and develop effective solutions;
- Present information before groups in a clear and direct manner; and
- Write effective written reports.

Requirements: Graduation from a recognized college or university and two years of full time professional experience planning, developing, and coordinating volunteer programs. Direct supervision of individual volunteers without responsibility for an overall volunteer program will not meet this requirement.

License: A valid California driver's license may be required.

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 depend, in part, on the specific requirements for the job, the limitations related to the disability, and the ability of the hiring department to accommodate the limitation.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties and responsibilities of any position shall be.