

Spokane County Library District

CLASSIFICATION: N11

POSITION TITLE:

Volunteer Coordinator

GENERAL PURPOSE:

Responsible for planning, developing, coordinating, promoting, and evaluating a volunteer program that aligns with the District's mission, vision, and strategic plan.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

Develops, executes, and manages a comprehensive volunteer program in support of District programs and services; engages staff in determining level of volunteer support required for District programs, services, and/or special projects.

Assesses the District's volunteer needs on a continuous basis; confers with colleagues to identify and define volunteer tasks; develops jobs and/or projects for volunteers and assigns volunteers according to skills and interests.

Recruits, screens, interviews, hires, and places volunteers throughout the District to meet program goals and objectives; supervises volunteers, provides performance counseling and completes performance evaluations as required; collaborates with staff to schedule volunteers.

Establishes and maintains positive working relationships with community groups, civic organizations, service clubs, businesses, schools, and the general public regarding the District's volunteer program; engages in community outreach activities to provide information and promote the volunteer program to community groups and individuals; partners with community groups to increase volunteer selection and availability.

Meets with individuals or groups interested in volunteer positions or projects; provides necessary information on the purpose and intent of the volunteer program; outlines steps in the process to volunteer with the Library; processes paperwork for new volunteers.

Gathers District volunteer statistics, verifies volunteer hours and services performed, and produces annual reports and tracking information as requested.

Coordinates with the Human Resources Department when conducting background checks; creates or revises volunteer policies and procedures, volunteer applications, timesheets, and other documents as needed.

Maintains volunteer files and databases as required by the Washington State Records Retention Schedule.

Collaborates with other departments such as IT and Communication to provide information and resources for current and prospective volunteers.

Collaborates with the Friends of the Spokane County Library District in recruiting and placing volunteers in roles that support both the District and the Friends.

Plans and coordinates volunteer recognition events to encourage and reward District volunteers.

Attends work on a regular and dependable basis.

Performs other duties as assigned.

SUPERVISION:

This position reports to the Deputy Director. Supervises volunteers.

NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES:

Candidates selected for employment must satisfactorily demonstrate the following knowledge, skills and abilities during a prescribed trial period, and afterwards, for continued employment.

Knowledge of:

- Volunteerism and volunteer management practices.
- Principles and practices of supervision, organizational development, and leadership management.
- General knowledge of principles and practices of library resources, programs, and services.

Skill in:

- Use of computer systems and various software programs to access appropriate information, such as timesheets, email, Intranet, work-related documents and/or information.

Ability to:

- Work independently to meet program goals and objectives.
- Design, organize, and implement a volunteer program.
- Recruit, train and direct the work of volunteers.
- Evaluate, and revise the program as needed.
- Demonstrate clear and concise speaking skills with individuals and groups.
- Write effectively using correct grammar, punctuation, and spelling.
- Manage detail, recognize and set priorities.
- Work accurately, follow directions, and meet deadlines.
- Work a flexible schedule, including evenings and weekends as needed.
- Interact in a professional and respectful manner with District staff and the public.
- Maintain confidentiality of volunteer information.
- Establish and maintain effective working relationships in a team environment.
- Use initiative, problem-solving skills, and sound judgment.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

An individual performing the duties in this position is required to sit or stand for long periods of time, as well as hear, see, speak, and listen to individuals in a respectful and professional manner in order to successfully communicate with District staff and the public.

Must be able to use hands and fingers to handle, feel, or operate objects, tools, or controls such as a computer keyboard, mouse, or other device; perform repetitive motion using hands, wrists and arms; be able to stoop, kneel, bend, stretch, and lift or move up to 40 pounds of materials.

Specific vision abilities required by this job include close vision, distance vision, ability to adjust focus, and ability to read materials in print or electronic format.

Must be able to transport oneself to other locations to perform work, and/or attend work-related meetings, workshops or conferences.

MINIMUM QUALIFICATIONS:

Bachelor's degree required. Two years of recent work experience coordinating/managing volunteer programs; public or non-profit experience preferred. Prior experience creating and implementing volunteer programs preferred. Read and use English and understand numbers. Working knowledge of personal computers, office software, database software and the Internet. Or any equivalent combination of education, training, or experience that ensures satisfactory performance of essential job functions.

Must be able to successfully pass a background check.

Valid driver's license and normal risk insurability preferred.

ILLUSTRATIVE EXAMPLES OF THE TYPES OF TOOLS/EQUIPMENT THAT MAY BE USED BY A PERSON IN THIS POSITION:

General office equipment including a personal computer and standard office software, Internet, Intranet, and other specialized software.

WORK ENVIRONMENT:

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Work is performed primarily in an office environment while sitting at a desk or computer terminal for extended periods of time. The noise level is usually moderate. May be exposed to dust, fumes and/or odors on an occasional basis. Moderate stress due to heightened library activity or pressure to meet deadlines are illustrative examples of the environmental requirements of the position.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

FLSA Class: Non-Exempt
Revised 09/19/2016

Salary Range: N11

I agree I have been given a copy of my current job description. I am aware it is my responsibility to understand the duties expected of me. If I do not understand, I will discuss my duties with my supervisor.

Signature

Print Name

Date