

Job Description **VOLUNTEER COORDINATOR**

BASIC FUNCTION

Develop, coordinate, implement, promote and assist in the oversight of Sacramento Public Library (SPL) volunteer services; participate in the development and implementation of program strategies, goals, objectives, policies, procedures and priorities; provide opportunities for volunteers to actively participate in and make a meaningful contribution to the operations of the Library; build public awareness of the services provided by SPL.

MAJOR DUTIES AND RESPONSIBILITIES

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

- Develop, coordinate, implement, promote and assist in the oversight of Sacramento Public Library (SPL) volunteer services.
- Modify program in response to changing needs; confer with staff to evaluate and assess the library's volunteer needs on a continuing basis.
- Develop community contacts and resources for volunteer recruitment.
- Recruit, screen, interview, hire and place volunteers for the library and associated programs; provide volunteer orientation, training and performance evaluation.
- Manage projects and tasks requiring strong organizational ability and attention to detail.
- Develop volunteer tasks and projects; coach and evaluate volunteers; identify tasks that will serve as a framework for various volunteer positions and will complement the jobs of paid employees.
- Match interested volunteers with opportunities that suit their skills set and serve the organization; ensure volunteers feel comfortable with their placements and fully understand their responsibilities.
- Direct large volunteer groups and/or individuals; coordinate and schedule volunteers on an ongoing basis; keep existing volunteers informed via newsletters, email and other communications.
- Promote and advocate to staff the value and contributions of volunteers; coordinate, plan and assist with volunteer appreciation events.
- Demonstrate a positive, enthusiastic attitude and excellent networking and socializing skills.
- Coordinate annual volunteer recognition event.
- Promote SPL within its service area; represent SPL to other agencies and organizations.
- Plan, develop and present engaging formal and informal presentations.
- Develop, prepare and maintain reports, summaries, files and databases.
- Develop volunteer job descriptions, procedures and forms.
- Travel throughout the Sacramento area.
- Perform other related duties as assigned.

QUALIFICATIONS:

Knowledge of:

1. Public library operations, services and activities
2. Volunteer program development, implementation and management
3. Techniques and programs that will successfully contribute to the recruitment and retention of volunteers
4. Excellent customer service principles and practices
5. Effective oral and written communication skills; proficiency in English usage, spelling, grammar and punctuation; basic alphabetical and numeric filing methods; basic mathematical principles
6. Principles and practices of supervision, training, coaching, mentoring and performance evaluation

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7. Equipment and applications essential to the effective functioning of the library, including PCs, integrated library systems, productivity software and online tools

Ability to:

1. Effectively communicate with a variety of people utilizing strong interpersonal skills
2. Manage and coordinate multiple tasks and projects
3. Adhere to the values of SPL and convey its purpose and goals
4. Act as a representative of Sacramento Public Library to the public
5. Learn, interpret, explain and apply Sacramento Public Library's policies and procedures
6. Work independently with little direction
7. Operate personal computer and software programs
8. Pay attention to detail and maintain accurate records
9. Work with information in confidence and with discretion
10. Establish priorities, organize work and meet schedules and timelines
11. Choose an effective course of action and develop appropriate solutions
12. Exercise sound judgment and make independent decisions
13. Prepare accurate and reliable reports containing findings, conclusions and recommendations
14. Establish and maintain cooperative and effective working relationships
15. Understand and carry out oral and written direction
16. Communicate both orally and in writing in a clear and concise manner
17. Travel throughout library service area

EXPERIENCE

Three (3) years' experience working with volunteers is required if Associate of Arts (AA) degree is held.

One (1) year experience working with volunteers is required if Bachelor of Arts (BA)/Bachelor of Science (BS) degree held.

EDUCATION

Associate of Arts (AA) degree is required. Bachelor of Arts (BA)/Bachelor of Science (BS) degree is preferred.

An Associate of Arts with 3 years' experience working with volunteers, or a BA/BS and one year experience working with volunteers.

LICENSES, CERTIFICATIONS, BONDING AND/OR TESTING REQUIRED

Possession of a valid Class C California Drivers' License and proof of satisfactory Department of Motor Vehicle (DMV) clearance is required.

OTHER REQUIREMENTS

Personal transportation for job-related travel.

WORKING CONDITIONS

Environment:

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. This position will primarily be an indoor office environment.

Physical Abilities:

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. The employee must be able to:

- Lift, carry, push and/or pull items with a strength factor of light work

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- Hear and speak to exchange information in person and on the telephone
- See to read a variety of materials
- Possess dexterity of hands and fingers to operate equipment
- Stand and walk
- Bend at the waist, kneel or crouch
- Sit or stand for extended periods of time
- Climb a step stool/ladder and reach above shoulders

Hazards:

Sitting and viewing a computer monitor for extended periods of time.

Employee Signature

Date