

City of San José
CLASS SPECIFICATION

Title: Volunteer Coordinator FT/PT (6328/6329)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Varies	Varies	Non-exempt

CLASS SUMMARY

Under general supervision, performs work of moderate difficulty in the recruitment, selection, training, and placement of volunteers. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

Incumbents are responsible for the coordination of volunteers and volunteer programs within a department. They typically work closely with department administrative staff in identifying volunteer needs and developing an effective volunteer program.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience

Successful completion of high school, General Educational Development (G.E.D.) Certificate, or California Proficiency Certificate AND one (1) year experience in coordinating or managing a volunteer program.

Required Licensing (such as driver's license, certifications, etc.)

- Possession of a valid California driver's license.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Knowledge, Skills, and Abilities

(Needed at entry into the job in order to perform the essential duties.)

Knowledge of:

- Utilization and organization of volunteer groups.
- Principles and practices of supervision.
- Municipal practices, procedures and organizational systems.

Ability to:

- Perform security procedures including handling gates, locks, alarm systems, and other security measures.
- Solicit for volunteers, and promote the volunteer program.
- Organize and coordinate a volunteer program.
- Train, evaluate and supervise volunteers.
- Communicate verbally and in writing with volunteers, City Staff, and the public.

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Desirable Qualifications

(Knowledge, skills and abilities that are more position specific and/or likely to contribute to more successful job performance.)

Knowledge of:

- Department programs and purposes.
- Training techniques.

Ability to:

- Maintain effective working relationships with volunteers and other City staff.
- Develop and maintain a viable volunteer program.

DUTY NO.	<u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (These duties are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:
1.	Recruits, trains and evaluates volunteers for positions or specialized assignments.
2.	Coordinates the placement of volunteers in City departments.
3.	Screens potential volunteers for proper placement.
4.	Establishes a program to make efficient use of a pool of responsible volunteers.
5.	Evaluates volunteer needs and places volunteers in directly or indirectly supervised programs.
6.	Prepares training materials and procedural guides for volunteers.
7.	Makes presentations promoting the volunteer program.
8.	Interacts with other City staff in responding to requests for volunteers.
9.	Designs and provides recognition activities for the volunteer program.
10.	Collects and analyzes statistics on volunteers, including hours of service, skills possessed, training received, availability, and special needs.
11.	Initiates, directs, or maintains new volunteer activities.
12.	Assists in the preparation of the budget.
13.	Prepares reports, documents, and other correspondence as required.
14.	Develops promotional campaigns to increase the number of volunteers.
15.	Trains and informs volunteers on the proper compliance of applicable City of San Jose rules and regulations pertaining to assignment.
16.	Prepares materials and equipment necessary for volunteer efforts and projects.
17.	Provides support and direction to volunteers.
18.	May serve as direct supervisor for volunteers.

Typical End Results Include

Providing for a properly trained volunteer staff; ensure volunteer compliance with rules and regulations pertaining to the assignment.

CLASSIFICATION HISTORY <i>Created 09/94, Rev. & Ret. (formerly Museum Volunteer Coordinator) 07/98, Rev. 07/16; 6328s002.doc</i>
