

<b>ORGANIZATION:</b>	City of Sherwood	<b>DATE:</b> 2014
<b>LOCATION:</b>	Sherwood, Oregon	
<b>DEPARTMENT:</b>	Community Services	
<b>FLSA STATUS:</b>	Non-Exempt	
<b>JOB TITLE:</b>	Volunteer Coordinator— Pay Group 6	

**PURPOSE OF POSITION:**

Develop, plan, and administer a citywide volunteer program, which includes program planning and coordination, promotion and marketing. Perform volunteer recruitment, training, and recognition.

**ESSENTIAL JOB FUNCTIONS:**

Coordinates citywide volunteer program, including interacting with staff to identify, develop, and prioritize needs for volunteer staffing. Maintain contact with staff and volunteers to evaluate the effectiveness of their placement within the organization.

Develop policies, procedures, and standards of volunteer service necessary to administer a wide range of volunteer opportunities within the organization.

Promote and market volunteer programs and services. Plan and coordinate volunteer recognition programs and fundraising events. Develop public and private partnerships for sponsorship of volunteer activities.

Provide lead direction and program coordination for Volunteer Specialists assigned to various City departments, performing the following functions: recruitment of new volunteers; Interviewing, screening and orientation of prospective volunteer applicants.

Coordinate with supervisors and volunteers to resolve disputes and promote cooperation and continued interest in the volunteer program.

Create recruitment and training materials. Maintain accurate records and provide timely statistical and activity reports on volunteer participation.

Other duties may be assigned.

**AUXILIARY JOB FUNCTIONS:**

Undertake special projects and research as directed by the Community Services Director. Provide assistance to other staff as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner.

**JOB QUALIFICATION REQUIREMENTS:**

**MANDATORY REQUIREMENTS:** Equivalent to high school plus additional specialized training and over 3 years experience in performing similar duties, or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties.

**SPECIAL REQUIREMENTS/LICENSES:** Must have excellent written and verbal communication skills to interact with staff, vendors, other organizations and the general public. Must also have excellent organizational skills and must be able to multi task.

**DESIRABLE REQUIREMENTS:**

Innovative, creative approaches to developing, utilizing and funding volunteer services. Working knowledge of practices and principles of effective volunteer recruitment techniques. Working knowledge of effective

program management principles and practices. Working knowledge of effective motivation and administration of volunteers. Working knowledge of strategic planning methods with an emphasis on services related to volunteer programs and fundraising. Ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public. Ability to occasionally deal with upset or difficult individuals. Ability to work nights weekends and holidays. Working knowledge of volunteer management software, and Microsoft Office software programs.

**PHYSICAL DEMANDS OF POSITION:**

While performing the duties of this position, the employee is frequently required to sit, stand, bend, kneel, stoop, communicate, reach and manipulate objects. The position requires mobility. Duties involve moving materials weighing up to 10 pounds on a regular basis such as files, books, office equipment, etc., and may infrequently require moving materials weighing up to 50 pounds. Manual dexterity and coordination are required less than 50% of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment.

**WORKING CONDITIONS:**

Work activities take place under both usual office-working conditions as well as outside. Outside activities, with exposure to rain, dirt, dust, fumes, etc. take place less than 40% of the work period.

**SUPERVISORY RESPONSIBILITIES:**

Supervision is not a typical function assigned to this position. Provide training and orientation to staff, volunteers, students and newly assigned personnel on site policies and practices. While direct supervision of volunteers is not a primary responsibility of this classification, responsibilities do include coordination with Human Resources to guarantee that recruitment, selection, placement and utilization of volunteers within the organization is in accordance with City policies and applicable laws. Directing work of volunteers, appraising volunteer performance, addressing complaints and resolving problems within a specific division are the responsibility of the division supervisor in which the volunteer is assigned.

**SUPERVISION RECEIVED:** Works under the direction of the Community Services Director.