

 **City of Pendleton**

 **Job Description**

 **Volunteer Coordinator**

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| --- | --- |
| **Department**: Administration  | **FLSA**: Non-Exempt |
| **Reports to**: Administrative Services Officer  | **Representation**: Unrepresented |
| **Pay Range**: Part-time Scale, Range 7  | **Date**:  September, 2019 |

**GENERAL POSITION SUMMARY:** *Briefly describe why this position exists.*

Under general supervision, oversees and administers the City of Pendleton volunteer program, including recruiting, screening, placing, and recognizing/rewarding volunteers; develops and implements methods to sustain volunteer participation; maintains volunteer records; and performs related work as required. Assists participating departments in developing descriptions of volunteer opportunities.

**ESSENTIAL FUNCTIONS/MAJOR RESPONSIBILITIES:** *List those tasks that must be done to accomplish the job purpose. In order of importance or time spent on the task, please describe the various duties of the job which are critical to the successful performance of the job* ***or*** *occupy more than 5% of the time. Start each sentence with an action verb. Group tasks which require similar skills/knowledge together. Think in terms of WHAT needs done, not HOW it is done. Avoid describing procedures. Describe in such a way as to be clear to someone outside the profession.*

1. Direction & Oversight Position is responsible to plan, direct, oversee, and coordinate the City volunteer program.

1. Process Volunteer Applicants Interviews and screens each volunteer applicant before acceptance into the program; receives volunteer applications and maintains a log and file of all applications; handles all necessary correspondence with applicants in a timely manner.

3. Communication Ensures all volunteers are informed about City programs, services, and activities. Directly communicates with volunteers through face-to-face, phone, and web contact methods. Ensures that City staff are informed about the volunteer program. Prepares volunteer newsletter.

4. Placement Works with the staff of the Library, Police and Park and Recreation, and other departments as needed, to identify opportunities for volunteer positions and programs. Assists staff to fulfill volunteer needs through matching volunteers interested in, and available for, the event or ongoing program. Establishes and maintains a listing of the volunteer positions in each department, including the desired number of volunteers for each position. Helps to determine appropriate placement of court-referred volunteers.

5. Volunteer Descriptions Works with City managers and supervisors to write and maintain accurate descriptions of volunteer opportunities in each department, including the time commitment for each position.

1. Recruitment Identifies and implements ways to recruit new volunteers through community outreach, public relations programs, volunteer recruiting fairs, local volunteer agencies and organizations, and other service organizations.
2. Orientation Plans, directs, and organizes orientation for new volunteers; coordinates on-the-job and other required training between volunteers and staff. Develops and maintains a volunteer handbook and ensures each volunteer receives a copy. Ensures volunteers receive safety and accident reporting training as required and are informed about relevant departmental and City policies and procedures related to their work.
3. Recognition & Feedback Designs, plans and implements volunteer recognition programs. Communicates with volunteers to get feedback regarding satisfaction with volunteer activities and to assure that programs provide meaningful experiences for participants.
4. Performance/Termination Assists City management in addressing performance deficiencies and/or issues of volunteers. May assist with reassigning unsuccessful volunteers to a more suitable assignment, or terminating the volunteer assignment.
5. Recordkeeping Prepares and maintains accurate and complete records of the work performed; prepares clear and concise reports to monitor the success of the volunteer program; creates related written materials as necessary. Prepares annual report to City Council. Submits monthly report of hours worked to the Finance Dept.

**IMPORTANT FUNCTIONS:** *List those tasks or duties that may be assigned, but are not essential to fulfill the job purpose; any ancillary job tasks, or those that take less than 5% of the time. All jobs have non-essential functions.*

1. Attends meetings, training, seminars, webinars as required.

2. Serves on boards and committees as needed.

3. Performs other duties as assigned.

**DISTINGUISHING CHARACTERISTICS:** *If the position is in a series (i.e. Office Specialist 1, 2, 3), describe what separates this job from the others in the series.*

Position not in a series.

**JOB SPECIFICATIONS:**

1**. Education & Experience** *Education and experience requirements are minimum standards.*

1. High School Diploma (or GED) plus two-years college with coursework in a related field; and
2. Work Experience: Indicate the minimum level of work-related experience required to effectively perform the position’s responsibilities. Check only one box.

[ ]  Less than 12 months

[x]  1 – 3 years

[ ]  3 – 5 years

[ ]  5 – 8 years

[ ]  Other

Describe experience: Two (2) years of planning, coordinating, implementing and directing a customer relations or volunteer related program, preferably in a local government or library environment.

1. Satisfactory equivalent combination of education and experience.

**2. Special Requirements:**

1. [x]  Must possess, or be able to obtain by time of hire, a valid driver’s license.
2. [x]  Must be able to pass the department’s security clearance standards including review of criminal history and driving record.

**3. Necessary Knowledge, Skills and Abilities:** *Note any specific knowledge, skills or abilities needed for this position. Add or delete from the sample list below.*

1. Knowledge of the principles, practices, and methods of administering and coordinating a volunteer program.
2. Knowledge of basic principles of oversight and training; techniques for dealing with a variety of individuals from various socio-economic, cultural, and ethnic backgrounds;
3. Knowledge of principles and practices of City services, programs, and promotions;
4. Skill in effective communication techniques, public presentations and written communications;
5. Skill in basic record keeping principles and procedures; modern office practices and procedures, including the use of standard office equipment; computer applications related to the work, including word-processing, spreadsheet, database and graphic design programs;
6. Ability to provide quality customer service with a variety of individuals and organizations.
7. Ability to coordinate, direct, and implement volunteer programs suited to meet the needs of the community and the City;
8. Ability to recommend and implement goals, objectives, and practices for providing effective and efficient volunteer programs;
9. Ability to elicit community and organizations support for assigned program and projects;
10. Ability to organize and prioritize projects and tasks in an effective and timely manner; organize own work, set priorities and meet critical time deadlines;
11. Ability to use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines;
12. Ability to work independently in the absence of direct supervision.
13. Ability to maintain regular and predictable attendance to serve customers, interact with co-workers, attend meetings, attend training.
14. Ability to establish and maintain effective working relationships.
15. Ability to work as a team member.
16. Ability to perform work in a manner consistent with the City’s Core Values of: Respect, Integrity, Caring, Responsibility, Citizenship, Cooperation and Industriousness.
17. Ability to perform the essential functions of the job.

**4.** **Tools and Equipment Used:** *List specialized tools or equipment needed to perform tasks. Add or delete from the sample list below.*

1. Standard office equipment including telephones, computer, printer, fax machine and copy machines; Computer software (Choose all that apply):

[x]  MS based word-processing, spreadsheet, and/or data base programs

[x]  Outlook or other email communication.

[x]  Internet and/or social media

[ ]  Presentation or desktop publishing software

[x]  Specialized or custom software

1. Vehicle - Car/pickup/van/SUV

**5.** **Supervision:**

1. This position does not supervise other staff.
2. This position does provide lead worker direction, including training, guidance, and technical and functional direction for volunteers and managers or staff from other departments assigned volunteers.
3. This position reports to the Administrative Services Officer. Supervision received is (Choose one):

[ ]  Direct. Supervisor provides assignments, directs work on a regular basis, and tasks or procedures are usually well defined.

 [x]  General. Work is assigned more generally and the employee has some autonomy to determine the order or manner in which the work is completed. Existing practices and procedures are used as guidelines to determine work methods.

 [ ]  Limited. Work is performed highly independently with little direction. Position has significant decision-making discretion. Work is evaluated for overall effectiveness.

**6.** **Communications**:

1. Communications are: (*Choose one*)

[x]  Primarily with other City staff and/or customers.

[ ]  Regularly includes others outside the organization (not customers), such as vendors, contractors, attorneys, agents, or business partners.

[ ]  Routinely with leaders inside and outside the organization such as department heads, City Councilors, public officials from other agencies, and/or community leaders.

1. The communications may be (*Check any that apply*):

[ ]  Complex

[ ]  Controversial

[x]  Confidential

[ ]  Have significant impact (affect City services or reputation, or have legal or financial consequences)

**7.** **Cognitive Functions**: *Check the one that most closely aligns to position:*

[x]  Tasks require the employee to remember complex processes and/or be able to perform multi-step jobs without step-by-step instructions. Requires a moderate level of independent thinking and reasoning.

[ ]  Tasks are highly creative or complex and requires significant mental exertion that would typically require specialized schooling, training, certification or a license to be able to accomplish. Employee has some control over the planning and performance of the work, and may determine their own practices and procedures.

[ ]  Responsibilities include significant accountability (i.e. could expose the City to risk or liability, generate public censure, or impact the work or reputation of the City.) Work is performed highly independently. Employee has significant control over the planning and performance of the work, and may develop or recommend new practices and procedures.

[ ]  Responsible for developing or approving programs/services; determining quantity and/or quality standards; and monitoring, evaluating, and analyzing program effectiveness to determine success or failure. Routinely engages in autonomous problem-solving. May include developing and implementing policies, procedures or regulations.

**8. Problem Solving:** *Indicate the nature of problems regularly encountered by this position. Check only one box.*

[ ]  Most situations are resolved using standard procedures and established guidelines.

[x]  Situations are somewhat varied; requires application of specific technical skills and expertise.

[ ]  Varied situations that require significant analysis or interpretation; general precedents and practices used, but may be modified.

[ ]  Highly varied and unpredictable situations, complex and often non-recurring; new and creative approaches required.

**9.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.*

1. Work is performed primarily indoors. Work is most often in a temperature controlled office.
2. Strength Rating (see attached definitions) is: Sedentary .
3. Hazards include: *Check all that apply and include the percentage of time exposed to the listed hazard:*

[x]  Office environment / no specific or unusual physical or environmental demands.

[ ]  Work on and around heavy construction equipment \_\_\_\_%

[ ]  Exposure to toxic elements/hazardous chemicals \_\_\_\_%

[ ]  Work at heights in excess of 20 feet \_\_\_%

[ ]  More than occasional exposure to poor air quality (excessive dust, smoke, fumes, gases, etc.) \_\_\_\_%

[ ]  Exposure to weather or temperature extremes \_\_\_%

[ ]  Isolation \_\_\_\_%

[ ]  Exposure to light or noise extremes \_\_\_\_%

[ ]  Regular travel outside the City \_\_\_\_%

[ ]  Risk of injury \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(list) \_\_\_\_%

[ ]  Significant physical exertion required to\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_%

[ ]  Other (describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. General hours of work are part-time, flexible, 3-5 days per week, up to 15 hours. Persons in this classification are sometimes required to attend evening or weekend meetings or events. Variations include (check all that apply):

[ ]  Frequent or regular overtime

[ ]  Subject to emergency call out

[ ]  Split or Night shifts

**10.** **Resource Accountability:**

1. Check item(s) that describe involvement in the budgetary process:

[x]  Not applicable [ ]  Input [ ]  Prepare [ ]  Forecast [ ]  Monitor [ ]  Approve

1. This position has resource accountability for the following level of assets (choose one):

[ ]  Significant – as would be typified by purchasing authorization up to $25,000, or responsibility for operation or use of very high-level equipment/assets.

[ ]  Moderate – as would be typified by purchasing authority up to $5,000 or responsibility for operation or use of equipment/assets of moderate value.

[x]  None/Low – employees with no purchasing authority or responsibility for operation or use of equipment/assets of modest value.

1. Persons in this classification are responsible to make purchasing decisions resulting in the most efficient solution for the lowest cost.

*The job classification 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.*

Adopted: 1/31/13

Revised: 8/10/16

Revised: September, 2019

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Employee Acknowledgement/Date Supervisor Approval/Date

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Department Head Approval/Date Administration Approval/Date

Overall Job Strength Rating Definitions

(Oregon Workers’ Compensation Rules, Div. 436-035-0012)

**S - Sedentary** – exerting up to 10 pounds of force occasionally, or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects. Job is mostly sitting, but brief walking and/or standing (occasionally) may be required.

**L – Light**  - exerting up to 20 pounds of force occasionally, or up to 10 pounds of force frequently, or a negligible amount of force continually to lift, carry, push, pull or move objects. Job is largely sitting, but more than sedentary walking or standing may be required. Work is light if job tasks are done sitting, but considerable upper body or arm movement or use of leg controls is involved.

**M – Medium** - exerting 20 to 50 pounds of force occasionally, or 10 to 25 pounds of force frequently, or greater than negligible up to 10 pounds of force continually to lift, carry, push, pull or move objects. Standing, walking, and/or other positional physical movements may be occasional to frequent.

**H – Heavy** – exerting 50 to 100 pounds of force occasionally, or 25 to 50 pounds of force frequently, or 10 to 20 pounds of force continually to lift, carry, push, pull, or move objects. Walking, standing, and other positional physical requirements may be frequent to continual.

**V/H – Very Heavy** – exerting in excess of 100 pounds of force occasionally, or in excess of 50 pounds of force frequently, or in excess of 20 pounds of force continually to lift, carry, push, pull, or move objects. Walking, standing, and other positional physical requirements may be frequent to continual.