

VOLUNTEER COORDINATOR

JOB DESCRIPTION

Classification Responsibilities: A Volunteer Coordinator is a professional classification with responsibility for planning, developing, coordinating, and implementing a large and comprehensive volunteer program or programs (200+ volunteers) for a department or unit of the City. Incumbents in this class manage all aspects of a volunteer program(s). Specific duties performed include: recruiting, selecting, training, and directly and indirectly supervising a large number of volunteers for one or a variety of volunteer programs; ensuring proper placement of volunteers; overseeing and participating in the development of volunteer job descriptions and programs; assigning volunteer work assignments and projects; reviewing work products, methods, and procedures; developing policies and procedures; training other City staff on the supervision and management of volunteers; serving as liaison between volunteers and City staff; developing and maintaining a database of information on volunteer sources, volunteer participation, volunteer skills and performance, and volunteer assignments; tracking volunteer information (example: preparing reports, analyzing data related to volunteer activities, determining effectiveness of the programs, etc.); preparing and monitoring program budget; developing and coordinating recognition activities for volunteers; and serving as liaison to publicize programs and recruit new projects. This class may also supervise paraprofessional and clerical staff by assignment. This class performs related duties as required.

Arizona Museum of Natural History Assignment: In addition to the job duties listed above, the Arizona Museum of Natural History assignment will include: assisting with community outreach, special events, marketing/social media, membership recruitment, and related activities that support and have synergy with the volunteer program to heighten customer experiences and inspire more visitors, exposure, and new revenues for the museum. This position will regularly work Monday thru Friday from 8:00 a.m. until 5:00 p.m. Due to the nature of the museum's position, weekend and evening hours are sometimes required.

Community Services Assignment: A Volunteer Coordinator assigned to support the Neighborhood Outreach and Housing and Community Development divisions in the Community Services Department is responsible for performing Community Development Block Grant (CDBG) activities including, but not limited to: coordinating community revitalization projects, providing education and resources to residents, and reporting of outcomes and outputs. This position will be required to work non-traditional work hours based on event needs.

Mesa Arts Center Assignment: The Volunteer Coordinator for the Mesa Arts Center (MAC) is responsible for supporting the MAC in establishing volunteer roles in support of our theaters, teaching artists, festivals and/or special events, campus tours, the Mesa Contemporary Arts Museum, and administrative volunteer functions. The Volunteer Coordinator works collaboratively with managers in every division to support these areas by ensuring proper training and orientation for volunteers; establishing and maintaining working relationships with the volunteer base; being available to meet; and responding to communications in a timely manner. The Volunteer Coordinator is also responsible for continuously finding opportunities to promote the volunteer program; recruit for volunteers; track key metrics for the volunteer division; manage volunteer appreciation events; and support the MAC's mission and vision. This position will work Monday through Friday, and due to the nature of the MAC, may work some weekends and evenings.

Distinguishing Features: The Volunteer Coordinator class is distinguished from other classifications with elements of volunteer duties by having a full-range of responsibilities for a comprehensive volunteer program(s). Work requires the use of initiative and independent judgment, and is reviewed by a supervisor through written reports and overall results achieved. The classification has been designated as a non-classified, non-merit system, at-will position (*Community Services Assignment*). This class is FLSA exempt-administrative.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Liberal Arts, Public Relations, Business or Public Administration, or a related field. A minimum of two years of professional experience in the administration of a volunteer program.

Special Requirements. Must possess a valid Class D Arizona Driver's License by hire or promotion date, and have access to a personal vehicle on a regular basis in order to attend special events and meetings, make site visits, and conduct research in neighborhoods and project sites (*AZ Museum of Natural History and Community Services Assignments*).

Substance Abuse Testing. Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures (*by assignment*).

Preferred/Desirable Qualifications. None

ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge, and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

Communication: Communicates with the general public, other City employees, management, public officials, and community/civic clubs and organizations in order to identify department or unit needs which can be met by volunteers; and recruit, interview, train, and evaluate volunteers to meet those needs. Instructs and/or trains volunteers and staff regarding orienting new volunteers, and trains staff and volunteers in working together. Prepares written documents and reports such as annual reports, evaluations of volunteers, press releases, etc., with clearly organized thoughts and/or using proper sentence structure, punctuation, and grammar in order to monitor the work of volunteers and the volunteer program in general, recruit volunteers, and keep the staff and public informed of department or unit activities.

Manual/Physical: Reviews the work product of others to ensure compliance with standard operating procedures. Attends related community events and meetings. Operates a variety of standard office equipment such as a telephone, personal computer (PC), and typewriter to communicate with the public and staff, prepare reports, and tabulate data. Enters data or information into a PC in order to prepare reports, maintain volunteer records, and keep statistics. Prepares schedules to ensure volunteer coverage where needed. Operates a motor vehicle requiring a valid Class D Arizona Driver's License to attend special events and meetings, make site visits, and conduct research in neighborhoods and project sites (*Community Services Assignment*). Assignment may require lifting up to 20 pounds occasionally, 10 pounds frequently, or negligible weights constantly. May require sitting, standing, stooping, bending, squatting, climbing ladders and step stools, and pushing and pulling items during events. Volunteer work is predominately conducted outdoors and is subject to inclement weather and exposure to large crowds.

Mental: Plans, organizes, and directs the activities of volunteer programs for a department or unit. Supervises and evaluates the work of volunteers. Supervises and evaluates the work of subordinate personnel (*by assignment*). Prioritizes and assigns support and service work to personnel and prioritizes own volunteer activity related work. Resolves procedural, operational, and other work-related problems between staff and volunteers by counseling individuals involved. Coordinates work activities and program functions. Develops departmental and unit policies and procedures, and short- and long-term objectives to develop and organize volunteer activities to enhance services. Conducts research and analyzes data related to volunteer activities to determine new or alternative ways of utilizing volunteers, or developing and organizing their activities in support of a department or unit. Performs mathematical calculations and statistical computations to monitor the program budget and determine the effectiveness of volunteers. Prepares the budget and works with other department or unit staff to prioritize volunteer needs. Comprehends and makes inferences from written material such as: memos, reports, and professional literature to plan work, and to grow and develop professionally.

Knowledge and Abilities: (*Common to all assignments*)

Knowledge of:

principles and practices of volunteer management;
principles, techniques, tools, and media used in promoting good public relations;
methods and techniques of volunteer recruitment;
modern principles and practices of employee supervision and training;
community agencies' functions and resources; and
research techniques and practices.

Ability to:

plan, organize, and perform work assignments with initiative and judgement;
identify and resolve procedural and operational problems;
plan, organize, implement, and coordinate a volunteer-based program;
collect, compile, and analyze monthly statistics and schedule staff;
communicate clearly and concisely, both orally and in writing;
exercise initiative in the improvement, development, and conduct of department or unit programs; and
establish and maintain effective working relationships with City officials, employees, subordinates, management, professionals, and the general public.

Knowledge and Abilities: *(By assignment)*

Community Services Department Assignment

Knowledge of:

the CDBG program requirements; and
the community revitalization projects.

Ability to:

perform CDBG activities;
provide education and resources to residents;
report outcomes and outputs; and
prepare volunteer program budget.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included, does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 2/25 – update to assignments

AD/sb/eb

CS4525.DOCX

PAY GRADE: 50

CS4640.DOCX (Grant-Funded)

CS4607.DOCX (Part-Time, Non-Benefited, Grant-Funded)

EEO-PROF

IND-8810

JOB FCTN-ADM

SWORN-No

INCREMENTS 37-200