

POLICE VOLUNTEER COORDINATOR

JOB DESCRIPTION

Classification Responsibilities: A Police Volunteer Coordinator is responsible for planning, developing, coordinating, and implementing the Volunteers in Police Service (VIPS) Program and the Internship Program within the Police Department. An employee in this class coordinates with police supervisory personnel in order to determine volunteer needs and create volunteer job descriptions. Specific duties include: recruiting, interviewing, and selecting and placing volunteers and interns; manages the Department of Defense (DoD) Skillbridge program to provide opportunities for members from the Armed Forces to gain valuable civilian work experience through a department internship during the last 180 days of service; training Police employees on volunteer management; creating program policy and procedures; ensuring that job-specific training is provided to volunteers; and serving on other related City, local, and/or state committees. Additional duties involve giving oral presentations to public groups, interacting with the media, writing the VIPS newsletter as well as training materials for police supervisory personnel, preparing a summary for the annual report, and planning and coordinating the annual VIPS recognition banquet. This position also assists the division with other community programs and special events. This class is responsible for performing related duties as required.

Distinguishing Features: The Police Volunteer Coordinator is assigned to the Community Engagement Division within the Administration Bureau of the Police Department. Most work requires the use of initiative and independent judgment. Applicant selection decisions are made within established guidelines but do require independent judgment and the ability to apply general knowledge of the principles and practices of personnel administration as related to volunteers and applicable laws and procedures. This class is supervised by a Police Sergeant or administrative supervisor in the Community Relations Division, who reviews work through reports and overall results achieved. 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 Public Relations, Business or Public Administration, or related field. Two years full-time experience in volunteer program administration or community program coordination.

Special Requirements. Must possess a valid Class D Arizona Driver's License by hire date. Because of the confidential and sensitive nature of information handled, successful completion of a background investigation and polygraph is required.

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.

Preferred/Desirable Qualifications. Graduation from an accredited college or university with a Master's Degree is desirable. Previous volunteer program administration and/or coordination experience with a municipality or public safety agency is highly desirable.

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, sworn personnel, other City employees, management, other agency personnel, and public officials in order to assess volunteer and intern needs, complete background investigations on applicants for volunteer and intern positions, match volunteers and interns with appropriate positions, and train supervisory personnel in volunteer/intern management. Conducts investigative interviews with applicants, employers, supervisors, and references. Prepares and gives oral presentations to numerous entities, including private and community organizations. Instructs and trains volunteers and student interns on basic information about the Police Department. Maintains contact with volunteer and intern personnel and supervisors to ensure satisfaction with assignments and acceptable performance on the job. Prepares written documents, including program policy, forms for background checks, reports, proposals, memos, ongoing recruitment information, brochures, training materials, and newsletters.

Manual/Physical: Recruits for volunteers through various medias and distributes applications for the program. Reviews documents, such as applications, polygraph reports/results, written examinations, and background information in order to verify that basic qualifications are met and to determine acceptability of applicants for the volunteer program. Operates a variety of standard office equipment including a personal computer (PC). Retrieves data or enters data into a PC in order to maintain records, generate reports, develop forms, and create the newsletter. Prepares forms and mail for collecting background information and distributing information to recruiters and applicants. Sorts and files background records and all documents related to volunteers. Oversees the maintenance of time sheets, records, and compilation of data and statistics pertaining to program size, hours served, training received, and money the City saved in wages/benefits. Responsible for deploying available volunteers during an unusual occurrence (example: disaster, riot, evacuations, etc.). Maintains the Police Department's internship program. Attends community events and meetings.

Mental: Coordinates work activities with other police divisions, other City departments, outside agencies, and applicants. Analyzes data from investigative interviews, background information, polygraph results, and criminal history checks to determine if applicants are acceptable for placement. Comprehends and makes inferences from written material, including accreditation standards, federal laws and guidelines regarding volunteers and hiring practices, departmental procedures, City personnel rules, and information obtained from background checks, volunteer applications, and police reports. Assesses departmental needs for volunteers. Performs conflict resolution involving problems with volunteers and/or the program. Prioritizes own work. Performs mathematical calculations and statistical computations for monthly and annual reports. Assists in preparing the budget for the Police Hiring Unit and manages the budget for the annual volunteer recognition banquet. Learns job-related information through on-the-job training and in a classroom setting.

Knowledge/Skills/Abilities:

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;
Police Department objectives, procedures, and terminology;
the standard maintenance procedure applicable to selection and personnel records;
security and privacy requirements of police information;
event planning;
volunteer screening and training techniques;
resources in the field of volunteerism; and
various community, business, academic, and social organizations.

Skills in:

using a PC and related software to enter and retrieve data;
Microsoft Office products;
working effectively with a diverse group of people, sometimes in adverse situations;
and
producing graphic designs, brochures and others materials for public presentations and promoting the VIPS/Internship program and other community programs.

Ability to:

plan, organize, and perform work assignments with initiative and judgment;
identify and resolve procedural and operational problems;
plan, organize, implement, and coordinate volunteer and intern based program;
exercise initiative in the identification, development, and improvement of volunteer-driven programs to enhance police operations;
obtain information through interviews and observation;
successfully complete training on conducting background investigations;
learn applicable laws, regulations, liabilities, and Americans With Disabilities Act (ADA) issues concerning volunteers;
instruct and train others;
communicate clearly and concisely, both orally and in writing to various audiences;
use discretion and maintain the confidentiality of sensitive information;
utilize tact and courtesy when dealing with people;
establish and maintain effective working relationships with coworkers, volunteers, management, and community members;
keep accurate records and prepare reports;
operate computerized databases for tracking information;
demonstrate proficiency to prepare documents, spreadsheets, databases, and email;
develop promotional materials;
determine selection/dismissal decisions based upon department policies and procedures; and
establish and maintain effective working relationships with coworkers, supervisory personnel, the public, and other agencies.

Police Volunteer Coordinator

Page 4

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 1/24

MR/co/js

CS3955.DOCX

EEO-Prof

JOB FCTN-ADM

INCREMENTS 37-200

PAY GRADE: 50

IND-9410

SWORN-No