

CITYWIDE VOLUNTEER PROGRAM COORDINATOR

JOB DESCRIPTION

Classification Responsibilities: A Citywide Volunteer Program Coordinator is a professional classification located in Community Services and is responsible for overseeing the coordination of the Citywide volunteer management team and Community Services Department volunteer program initiatives, organizing, promoting, and recognizing volunteer programs Citywide, and serving as the City's first point of contact for employees and residents regarding the City of Mesa volunteer programs. The Citywide Volunteer Program Coordinator is responsible for planning, developing, coordinating, and implementing a large and comprehensive volunteer program and/or special events. The volunteer events are based on Community Services Department and/or Mayor and Council needs and can include the coordination of 200+ volunteers for one single day event such as MLK Parade, Love Your City, Celebration of Freedom, and ongoing department programs (examples: Tool Lending, Neighbors Helping Neighbors, Point In Time Count, Eagle/Girl Scout Projects, etc). Incumbents in this class manage all aspects of a volunteer program(s). Specific duties performed include: coordinating large, high profile, and other events that include the use of internet, Facebook, social media, and press releases; coordinating team meetings with City Volunteer Coordinators on topics relevant to volunteer management; ensuring staff is trained and is complying with volunteer policies and procedures; tracking, measuring, and reporting Citywide volunteer program metrics; promoting utilization of volunteers to all City departments; overseeing the creation of a monthly Citywide volunteer e-newsletter; providing training for, and managing Citywide volunteer management software, ensuring the City has a presence in the National Days of Service (examples: Mayor's Day of Recognition, Cesar Chavez Day, National Volunteer Appreciation Week, etc.); ensuring the City has a presence at local service-related events (examples: volunteer recruitment fairs, meetings, workshops, local colleges, governor's office, etc.); overseeing the coordination of Citywide recognition of volunteers involving Mayor and Council, and keeping the Mayor and Council up-to-date on Citywide volunteerism as needed; researching volunteer grant opportunities and submitting applications; and assisting Community Engagement Coordinators and the Community Services Director within a team environment with various tasks, when needed, to ensure the success of the City and the Community Service Department. This class may supervise paraprofessional and clerical staff. This class performs related duties as required.

This assignment requires lifting up to 50 pounds occasionally, 20 pounds frequently, or negligible weights constantly. Additionally, this position will require the ability to sit, stand, stoop, bend, squat, climb ladders and step stools, push, and pull. This work is predominately conducted outdoors and is subject to inclement weather. Exposure to large crowds at events is likely. This position will be required to work frequent non-traditional work hours based on event needs.

Distinguishing Features: This Citywide Volunteer Program Coordinator class is distinguished from other Volunteer Coordinator classifications by having responsibility for coordinating tasks and assignments on a Citywide level in addition to having the full range of responsibilities for a comprehensive volunteer program(s) and special events. General direction is received from the Community Services Director who evaluates work through conferences, meetings, written reports, and 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 Liberal Arts, Public Relations, Business or Public Administration, Social Work, or a related field. Considerable (3 - 5 years) experience in the administration of volunteer programs and/or events.

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.

Substance Abuse Testing. None.

Preferred/Desirable Qualification. Bilingual (English/Spanish) skills are highly desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, other City employees, management, public officials, and community/civic clubs and organizations in order to identify Citywide and/or department 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, special event materials, 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 Citywide and Community Services Department 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), copier, and calculator 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. Lifts up to 50 pounds occasionally, 20 pounds frequently, or negligible weights constantly. Sits, stands, stoops, bends, squats, climbs ladders and step stools, and pushes and pulls 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 Citywide and for Community Engagement. Supervises and evaluates the work of volunteers and coordinates related programs. Supervises and evaluates the work of subordinate personnel. 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 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 Neighborhood Outreach or Citywide. 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 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:

Knowledge of:

principles and practices of volunteer management;
principles, techniques, tools, and media used in promoting good public relations;
special event planning and coordination;
program development and management;
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 judgment;
identify and resolve procedural and operational problems;
research volunteer grant opportunities and submit applications;
plan, organize, implement, and coordinate volunteer and special events programs;
identify potential problems and make plans for corrective action;
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 programs; and
establish and maintain effective working relationships with City officials, employees, subordinates, management, professionals, and the general public.

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 6/25

TC/sb

CS4663.DOCX

EEO-Prof

JOB FCTN-ADM

Non-DOT Safety and Security-N

CDL-N

RESP-N

PAY GRADE: 52

IND-8810

SWORN-N

Non-DOT Random-N

DOT-N

INCREMENTS 67-200