

CITY OF SALINAS

VOLUNTEER SERVICES COORDINATOR

BARGAINING UNIT/CLASS CODE:

CONF. MISC. / C07

DEFINITION:

To perform a variety of duties related to the volunteer program, which include recruiting, orientation, training, assigning and recognizing volunteers to perform functions such as office/clerical support, park maintenance, crime prevention, animal control, special event planning, public works, etc. This position reports to the City Clerk.

DISTINGUISHING CHARACTERISTICS

This is a single position classification responsible for developing, implementing and monitoring the City of Salinas volunteer program.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the City Clerk. Exercises general supervision of assigned volunteers.

ESSENTIAL JOB FUNCTIONS OF THE POSITION Duties may include, but are not limited to the following:

Recruit citizens for various volunteer assignments throughout the City. Work cooperatively with City departments to determine volunteer job assignments. Organize and coordinate volunteer and staff training sessions. Coordinate and appropriately place volunteers in assignments. Write and interpret City policies, rules and regulations pertaining to the volunteer program. Respond to letters and general correspondence. Prepare and assemble reports and distribute to staff, community and the press. Maintain confidential records on volunteers including service hours, placement and performance. Prepare monthly and annual reports with statistical analysis on volunteer use. Make public presentations and solicit support for the volunteer program. Serve as liaison between the Court Referral Program, other government agencies, non-profit organizations and ad hoc committees for special volunteer projects. Supervise volunteers working in the program. Attend and participate in City Council, committee, staff and community program meetings. Advise staff regarding volunteer issues and handle difficult personnel issues with volunteers, such as performance, transfer and termination. May work occasional evenings, weekends and holidays. Promote and maintain safety in the work place. Perform other related duties as assigned.

PHYSICAL AND MENTAL CHARACTERISTICS

Physical, mental and emotional stamina to perform the duties and responsibilities of the position; manual dexterity sufficient to write, use telephone, computers, business machines and related equipment; vision sufficient to read printed materials, visual display terminals; hearing sufficient to conduct in person and telephone conversations; speaking ability in an understandable voice with sufficient volume to be heard in a normal conversational distance, on the telephone and in addressing groups; physical agility to push/pull, squat, twist, turn, bend, stoop and reach overhead; physical mobility sufficient to move about the work environment, physical strength to lift up to 30 lbs.; physical stamina sufficient to sit, stand or walk for prolonged periods of time; mental acuity to collect and interpret data, evaluate, reason, define problems, establish facts, draw valid conclusions, make valid judgments and decisions.

WORKING CONDITIONS

Business office working environment subject to sitting at a desk or standing at a counter for long periods of time, bending, crouching, or kneeling at files, pushing/pulling of file drawers and supplies, reaching in all directions and prolonged periods of time working at a computer terminal. Occasionally, work conditions involve directing activities of volunteers in an outdoor environment, in all weather conditions.

**CITY OF SALINAS
VOLUNTEER SERVICES COORDINATOR (continued)**

QUALIFICATIONS

Knowledge of:

Principles and practices of effective supervision, management, program development and implementation. English usage, grammar, spelling and punctuation. Appropriate writing techniques for policies, reports and business letters. Record keeping principles and procedures. Principles of local government, supervision, training and performance evaluation. Operation of personal computer with proficiency in word processing programs.

Ability to:

Understand organization and operation of the City and of outside agencies necessary to assume assigned responsibilities. Promote the mission, values and standards of an effective public organization, particularly in the area of customer service. Provides support to the City Clerk's Office. Communicate clearly and concisely, both orally and in writing. Make public presentations to a wide-range of large and small audiences. Work cooperatively with other departments, City officials, community and outside agencies. Write, interpret and apply administrative and departmental policies and rules. Compose program policies, reports and correspondence independently. Compile and maintain confidential data and information. Work weekends and evenings when necessary. Work independently. Analyze situations and adopt effective courses of action. Establish and maintain effective working relationships with City staff, elected officials, the community and volunteers. Supervise, train and evaluate volunteers.

Skills to:

Operate a personal computer, microcomputer and/or word processor.

License or Certificate:

Possession of a valid California (Class C) Driver's License.

Education and Experience:

An example of the education and experience which most likely demonstrates the skills, knowledge and abilities required to perform the duties would be any combination equivalent to graduation from an accredited four-year college with a degree in Public Administration, Organizational Development, Business Administration, Communications or a closely related field and one (1) year of responsible experience involving program coordination and/or management.

Reviewed _____

Department Director

Approved _____

Human Resources Officer

Approval Date _____

ORIG: 1-96, REV: 1-99, REV: 8-05