



## CITY OF CITRUS HEIGHTS

### VOLUNTEER COORDINATOR - EXTRA HELP

#### DEFINITION

Under general direction, to assist with planning, organizing, recruiting, training and supervising the activities and personnel of the volunteer programs of the City of Citrus Heights; to provide information to the general public and answer citizen inquiries; and to perform a variety of administrative, clerical and operational duties in support of assigned areas of responsibility.

#### DISTINGUISHING CHARACTERISTICS

Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies within the work unit. The incumbent performs a number of duties within the assigned programs which require discretion, initiative and independent judgment.

#### SUPERVISION RECEIVED AND EXERCISED

Receives general direction from management staff.

May exercise technical and/or functional supervision over volunteer staff.

#### EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Assist with the coordination and evaluation of volunteer services programs in accordance with City goals, grant objectives and community services needs.

Assist with recruiting, training, evaluating, and directing volunteers.

Process, prepare and maintain background records and all documents related to volunteers.

Place volunteers with appropriate positions after matching interests and qualifications with City needs.

Review work of assigned volunteers; oversee the preparation of timesheets, records, and compilation of data and statistics pertaining to program size, hours served, training received, and money the City saved in wages and or benefits.

Instruct and train volunteers on basic information about the City of Citrus Heights.

Schedule work, set priorities and monitor work progress.

Coordinate volunteer activities and recognition functions including general meetings, national volunteer week, celebrations, and team building activities.

Prepare written reports, press releases, brochures and other documents to promote volunteerism.

Prepare requisitions for materials and supplies.

Prepare clear and concise written reports as required. Prepare and present staff reports to City Council as needed.

Represent the City to outside agencies and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.

Communicate with the general public, City employees, management, other agency personnel, and public officials in order to access volunteer and intern needs.

Recommend and assist in the implementation of goals and objectives for the volunteer program; document processes, procedures, and resources; implement policies and procedures; and creates form.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Operations, services and activities of a volunteer program including recruitment, selection, and training principles and practices.

Principles and procedures of record keeping.

Principles and practices of volunteer management.

City objectives, procedures, and terminology.

Public and agency desk procedures and methods for providing services and information including those related to collecting, maintaining, and releasing information, files, and documents.

Security and privacy requirements of confidential information.

Procedures, methods and techniques used in effective oral presentations.

English usage, spelling, punctuation and grammar.

Pertinent federal, state, and local laws, codes and regulations.

Computer software applications including word processing, spreadsheets, presentation and database applications.

Ability to:

Plan, organize and perform work assignments with initiative and judgment.

Plan, organize, implement and coordinate volunteer based program.

Identify, develop and improve volunteer-driven programs to enhance City operations.

Supervise, and review the work of volunteers assigned to various functions in the City.

Interview, select and place volunteers according to program needs, previous experience, interests, skills and time availability to provide useful service.

Exercise good judgment in maintaining critical and sensitive information, records, and reports.

Use sound judgment in following and applying appropriate laws, regulations, policies, and procedures.

Operate a personal computer with proficiency and familiarity.

Operate specialized automated law enforcement information and communication systems including public safety computer systems to access and maintain data.

Provide high quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service.

Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and development of better methods to accomplish tasks and complete projects.

Foster an environment that embraces diversity, integrity, trust and respect.

Be an integral team player, which involves flexibility, cooperation and communication.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.

Communicate clearly and concisely, both orally and in writing.

#### Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

##### Experience:

Two years of public agency experience involving substantial public contact; two years of experience in the administration and coordination of volunteer activities.

##### Training:

Equivalent to completion of twelfth grade.

##### License or Certificate:

Possession of a valid California driver's license and proof of automobile liability insurance.

#### PHYSICAL/SENSORY REQUIREMENTS

Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight up to 25 lbs; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

#### EQUAL OPPORTUNITY EMPLOYER:

It is the policy of the City of Citrus Heights not to discriminate against qualified employees or applicants because of race, color, religion, gender, sexual orientation, marital status, national origin, ancestry, citizenship, age, medical condition, physical or mental disability, or any other basis protected by law. Qualified individuals with a disability will receive reasonable accommodation, as required by the California Fair Employment and Housing Act (FEHA), and

federal laws including the Americans with Disabilities Act (ADA) and Section 504, during any phase of the selection process, providing such request is made to Human Resources at least five working days in advance. Medical disability verification may be required prior to accommodation.

|                 |   |
|-----------------|---|
| <b>File:</b>    | Volunteer Coordinator – Extra Help<br>Titled updated May 2016 to reflect Citywide program |
| <b>FLSA:</b>    | Non-Exempt  |
| <b>Created:</b> | May 14, 2012  |
| <b>Revised:</b> | May 23, 2016 updated description to reflect Citywide program duties                       |