

## **COORDINATOR OF VOLUNTEERS**

Code No.: 4-16-049  
COMPETITIVE

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves developing, planning, implementing and coordinating a program to utilize the services of volunteers in a large department, agency, or institution. The employee recruits, trains, and directs volunteer workers and coordinates the resources of the volunteers with areas of the institution or agency requiring supplementary services. The employee reports directly to, and works under the general supervision of, a higher-level staff member. Direct supervision is exercised over volunteer and/or clerical staff. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (All need not be performed in a given position. Other related work activities may be performed although not listed.)

Develops and implements a comprehensive volunteer program to meet the needs of an agency's volunteer program work plan;

Identifies, assesses and prioritizes needs for volunteers;

Recruits and interviews volunteer workers and maximizes their skills and talents by placing them in the most appropriate areas;

Oversees and/or supervises volunteers in the performance of a wide range of services;

Assesses training needs of volunteers and arranges for appropriate instruction;

Develops and maintains a volunteer orientation manual;

Instructs staff and advisory committees on the effective use of volunteers and key factors in supervising volunteers while providing support, advice and assistance;

Documents and maintains volunteer database including placement opportunities, an inventory of agency needs, volunteer skills and abilities, and a record of volunteer availability and placements, Confers with volunteer staff to resolve problems, increase interest, morale and efficiency, and maintain effectiveness of the program;

Develops and maintains volunteer policies and procedures within regulatory standards;

Conducts outreach efforts and marketing strategies to promote volunteer opportunities, develops relationships with non-for-profit agencies to increase size of volunteer pool, and contacts agencies and organizations which may be sources of volunteers;

Addresses community groups, service agencies, auxiliaries, and civic organizations, and provides ongoing publicity via media releases and written material to promote the agency and its programs, and recruit volunteers;

Keeps track of placements and progress of volunteers;

Identifies tracking data system software to improve volunteer database;

Works with advisory committees and staff in providing leadership and direction to volunteers;

Develops job descriptions, orientation and training programs for various volunteer projects in conjunction with advisory committees and staff;

Develops volunteer evaluation procedures and recognition systems;

Maintains required program statistics and writes narrative and statistical reports;

Attends community meetings and workshops to facilitate exchange of information and resources;

Develops and maintains sufficient community contacts to promote the purposes, functions and needs of the volunteer program.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of principles of human resource management and management of a volunteer program; good knowledge of training techniques; good knowledge of the techniques of recruitment and proper assignment of volunteers; working knowledge of community and social organizations which may be a source of volunteers; ability to communicate effectively to individuals and large groups both verbally and in writing; ability to listen effectively, plan programs and solve problems; ability to deal effectively with people of all levels and backgrounds; ability to establish and maintain effective working relationships; ability to work independently and meet deadlines; ability to work under stressful conditions; ability to apply effective management techniques; ability to coordinate and balance a variety of activities simultaneously; ability to make sound decisions quickly; ability to assess training needs of volunteers and provide for appropriate training either directly or indirectly; ability to utilize a personal computer in the performance of duties including maintaining computerized records and databases; ability to write narrative and statistical reports; ability to organize information in an understandable format; ability to maintain an adequate number of skilled volunteers in the event of an emergency; good judgment; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma, PLUS either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree plus three (3) years paid full-time or its part-time equivalent professional\* experience recruiting, interviewing, and placing individuals in employment (or the coordination of) in an office where the main focus is human resource management or recruiting and coordinating placement of volunteers; OR,
- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree, plus five (5) years paid full-time or its part-time equivalent experience as defined in (A) above; OR,
- (C) Seven (7) years paid full-time or its part-time equivalent experience as defined in (A) above; OR,
- (D) An equivalent combination of education and experience as defined by the limits of (A),

and (B) and (C) above.

\*professional experience, for the purposes of these minimum qualifications, does not include clerical, secretarial, or similar experience.

**SPECIAL REQUIREMENTS:** If you are appointed, you will be required to have a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the job.

**REVISED:** April 29, 1977  
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