
VOLUNTEER PROGRAM ADMINISTRATOR

DEFINITION

Under general direction, oversees and administers the Authority's volunteer program including supervising, recruiting, training, and recognizing and rewarding volunteers; develops, implements, and evaluates methods to sustain volunteer participation; maintains volunteer records; coordinates, plans, and schedules community outreach and Authority events; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Field Operations Manager. Exercises direct supervision over assigned internal staff and volunteers.

CLASS CHARACTERISTICS

This is a single position classification responsible for a coordinated group of activities in the Volunteer Program which include developing and maintaining partnerships and providing internal support across the Authority. Positions at this level are responsible for designing, planning, implementing, evaluating, and modifying the program, including short- and long-range planning activities, budget preparation and implementation, administrative, budgetary, financial and compliance research and analysis, support and analysis of programmatic practices and procedures, and development and implementation of policy and procedural improvements. Successful performance of the work requires independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS *(Illustrative Only)*

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the typical job functions.

- Plans, directs, and oversees the Authority's volunteer program, including preparing and administering program budgets, developing policies and procedures for assigned programs, recruiting and training volunteers, and preparing public outreach and information relating to assigned programs.
- Recommends and implements goals and objectives for assigned program; establishes schedules and methods for providing volunteer services; develops and implements policies and procedures in compliance with established regulations; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; identifies opportunities for improvement and directs the implementation of change.
- Provides technical and functional supervision to assigned staff; reviews and controls quality of work; provides timely and ongoing feedback to assigned staff; writes employee evaluations.
- Collects and analyzes requests for volunteer help from Authority staff; works with staff to identify opportunities for volunteer support and to develop new volunteer positions and programs; establishes and maintains a listing of the volunteer opportunities.

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- Oversees the Volunteer Portal functionality and reporting; ensures projects are listed for volunteer time reporting; works with developers to improve functionality based on user feedback; reviews accuracy of input and provides reports of volunteer support to strategic projects and/or tasks.
- Oversees the production of the volunteer newsletter; writes and/or reviews various articles relating to all aspects of the volunteer program and Authority issues; reviews and/or updates the volunteer section of the Authority's website; develops and maintains a volunteer handbook and ensures each volunteer receives a copy.
- Directs volunteer assignment and schedule; designs and implements programs to motivate volunteers and provide recognition; assists staff in addressing volunteer performance deficiencies and issues by providing additional training, reassigning the volunteer, or terminating the assignment.
- Organizes and schedules staff and outside trainers for various volunteer training sessions; ensures all volunteers are informed about Authority programs, services, and activities and that Authority staff are informed about the volunteer program; coordinates on-the-job and other required training between volunteers and staff.
- Identifies and implements ways to recruit new volunteers through community outreach, public relations programs, volunteer recruiting fairs, local volunteer agencies and organizations, and other service organizations.
- Oversees the planning and coordination of assigned community outreach and Authority events, including planning event logistics, identifying roles and assignments, assigning and supervising volunteers, overseeing event wrap-up, and evaluating attendance, success, and budgetary return on investment; submits event invoices to the accountant for processing.
- Prepares and maintains accurate and complete records of the work performed; oversees the maintenance of the volunteer database; prepares clear and concise reports to monitor the success of the volunteer program; creates related written materials, as necessary.
- Participates in the annual budget preparation; prepares detailed cost estimates; monitors and controls supplies and equipment; orders supplies and tools as necessary; prepares documents for equipment procurement.
- Provides professional staff assistance to management staff; participates and provides staff support to a variety of interdisciplinary committees and boards; research, prepares, and presents comprehensive staff, technical, fiscal, and administrative reports, and other correspondence as appropriate and necessary.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of volunteer program administration; researches emerging products and enhancements and their applicability to Authority needs; participates in and makes presentations to the Board of Directors and Citizens' Advisory Committee regarding volunteer programs and projects and provides recommendations on implementation and impact of change.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of volunteer program goal setting, development, implementation, and evaluation.
- Practices of researching program issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.

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- Principles and practices of volunteer supervision, including work planning, assignment, review and evaluation, discipline, and the training in work procedures.
- Recent and on-going developments, current literature, and sources of information related to volunteer programs.
- Techniques for dealing with a variety of individuals from various socio-economic, cultural, and ethnic backgrounds.
- Basic principles and practices of budget development, administration, and accountability.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of research, data collection, and report preparation.
- Record keeping principles and procedures.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively interacting with staff, representatives of outside organizations, and members of the public, including individuals of diverse socioeconomic, ethnic, religious, and cultural backgrounds, physical ability, and sexual orientation.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Plan, research, organize, coordinate, and implement a variety of activities and programs related to the Authority's volunteer programs.
- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for assigned programs.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local laws, rules, regulations, policies, and procedures.
- Develop effective volunteer program and recruitment strategies and campaigns; establish and maintain relationships with diverse groups of volunteers and community groups.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Assist in the preparation and administration of assigned budgets; allocate limited resources in a cost-effective manner as directed by a manager.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Make accurate arithmetic, financial, and statistical computations.
- Effectively represent the Authority in meetings with community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Demonstrate sensitivity to and understanding of the diverse socioeconomic, cultural, physical ability, and ethnic backgrounds of individuals encountered in the execution of Authority services and mission.

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- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to an associate degree with major coursework in recreation administration, natural science, environmental education, or a related field and three (3) years of increasingly responsible volunteer program management experience.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License.
- Possession of, or ability to obtain, Basic First Aid and Cardiopulmonary Resuscitation (CPR) certifications.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to inspect open space properties, including traversing uneven terrain, climbing ladders, stairs, and other temporary or construction access points; to operate a motor vehicle, and to visit various Authority and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is partially a sedentary office and partially a field classification and standing in and walking between work areas and development sites is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may work in the field and occasionally be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, or road hazards. Employees may interact with staff and/or public and private representatives on sensitive matters and in interpreting and enforcing Authority policies and procedures.

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FLSA: Non-Exempt

FORM 700: No