
VOLUNTEER PROGRAM COORDINATOR

DEFINITION

Under general supervision, coordinates the Authority volunteer program; coordinates volunteer recruitment and training activities; develops and implements methods to sustain volunteer participation; maintains volunteer records and related documentation; provides record-keeping, document preparation, and filing; provides information and assistance to the general public; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Volunteer Program Administrator. Exercises no direct supervision over staff. Provides technical and functional direction to assigned seasonal staff and/or volunteers.

CLASS CHARACTERISTICS

This is a single position classification responsible for a variety of duties in the coordination of assigned Volunteer Program processes and performs project support as needed. Positions 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 of the work unit. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, knowledge of departmental and Authority activities, and extensive staff, public, and organizational contact.

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.

- Implements, and coordinates the Authority's volunteer program including developing and presenting program content, recruiting, training, and leading volunteers, and preparing public outreach and information related to the Authority volunteer programs.
- Schedules and attends community outreach events; maintains event calendars; communicates with booth venues, prepares materials, and arranges for necessary set-up and materials to be available at volunteer recruitment events.
- Prepares and leads field-based stewardship events or community outreach events to communicate the Authority's mission and goals to the public.
- Assists in the preparation and publication of the volunteer newsletter; writes various articles related to all aspects of the volunteer program and Authority issues; and ensures each volunteer receives a volunteer handbook.
- Monitors program performance; recommends and implements modifications to systems and procedures; coordinates and hosts volunteer enrichment events; and recommends and develops new programs as approved.

Santa Clara Valley Open Space Authority

Volunteer Program Coordinator

- Receives volunteer applications and maintains a log and file of all applications; handles all necessary correspondence with applicants in a timely manner.
- Responds to inquiries from potential volunteers; provides information about volunteer programs; prepares and mails information packets; leads volunteer orientation presentations and directs volunteers to upcoming opportunities.
- Coordinates projects and volunteer programs involved in the management, enhancement, and protection of the Authority's natural and cultural resources by assessing their status through field observation and research.
- Coordinates and trains volunteers on assigned projects; inspects the work to ensure quality control, proper use of equipment, and safety of participants; provides feedback, recognition, and additional training and direction as needed on performance of assigned groups; maintains records of participation and progress.
- Maintains accurate and detailed records including volunteer timesheets, verifies accuracy of information, researches discrepancies, and records information.
- Composes, types, formats, and proofreads a variety of documents; checks drafts for punctuation, spelling, and grammar; compiles information and data for reports and special projects; assists in assembling reports, manuals, announcements, and other informational materials.
- Assists in preparing, processing, and tracking purchase requisitions for program related services and materials; maintains storage of outreach, booth, and land steward supplies; completes post event inventory and recommends purchases as applicable.
- Observes safe work methods and makes appropriate use of related safety equipment as required.
- Works cooperatively with other Authority staff to ensure all elements of programming are efficient and effective.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of volunteer supervision, including work planning, assignment, and the training of volunteers in work procedures.
- Principles, practices, and methods of administering and coordinating a volunteer program within the scope of responsibility.
- Basic principles, practices, tools, and equipment for maintaining open spaces, parks, and related facilities.
- Basic principles and practices of resource management, including ecosystem restoration, weed management, and habitat restoration.
- Occupational hazards and safety equipment and practices related to the work.
- Principles and practices of record keeping and reporting.
- 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.

Santa Clara Valley Open Space Authority

Volunteer Program Coordinator

- 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, schedule, assign, oversee, and participate in activities of volunteer personnel.
- Train volunteers in proper and safe work procedures.
- Establish and maintain relationships with diverse groups of volunteers and community groups.
- Interpret and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.
- Learn flora, fauna, cultural, and geological resources of California, specifically those found on Authority lands.
- Safely and effectively use and operate tools, mechanical equipment and light equipment required for the work.
- Apply safe work techniques in a variety of situations.
- Perform responsible support work with accuracy, speed, and minimal supervision.
- Learn and understand the organization and operation of the Authority as necessary to assume assigned responsibilities.
- Present educational material on natural science and/or cultural history to a variety of audiences.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- 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 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.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- 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 completion of the twelfth (12th) grade and college level coursework in natural science, cultural history, or other related field and two (2) years relevant experience working with the public and coordinating volunteer activities.

Santa Clara Valley Open Space Authority

Volunteer Program Coordinator

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License.

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 up to 40 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 also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, and poison oak. May involve exposure to wild and/or dangerous animals. Employees may interact with staff and/or public and private representatives on sensitive matters and in interpreting and enforcing Authority policies and procedures.

EFFECTIVE: September 2021
REVISED: N/A
FLSA: Non-Exempt
FORM 700: No