
VOLUNTEER PROGRAMS ADMINISTRATOR

DEFINITION

Under general direction, oversees and administers the Authority's volunteer programs including supervising, recruiting, training, and recognizing/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 Administrative Services Manager. Exercises direct supervision over volunteers.

CLASS CHARACTERISTICS

This is a single-position classification that oversees and administers the Authority's volunteer programs. Responsibilities include working with staff to identify opportunities for volunteer support and to develop volunteer program parameters, recruiting and training volunteers, ensuring volunteers comply with all applicable Authority policies and procedures, coordinating the activities of the volunteers with Authority programs, and maintaining records and reporting statistics related to the volunteer program. The incumbent also assists in promoting the Authority's volunteer program through public speaking and participation in community events and activities and performs other duties as required. This class is distinguished from the Educational Program Coordinator in that the latter is responsible for developing and implementing the Authority's interpretive services and docent programs.

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, oversees, and coordinates the Authority's volunteer programs, 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 assists in the implementation of 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.
- Monitors and evaluates program and project performance; recommends and implements modifications to systems and procedures.
- 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.
- 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

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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, court referral programs, and other service organizations.
- Receives volunteer applications and maintains a log and file of all applications; screens applications and schedules interviews for volunteer applicants; participates in interviews with the appropriate staff; handles all necessary correspondence with applicants in a timely manner.
- Determines volunteer assignment and schedule; designs and implements programs to motivate volunteers; assists staff in addressing volunteer performance deficiencies and issues by providing additional training, reassigning the volunteer, or terminating the assignment.
- Produces the volunteer newsletter; writes various articles relating to all aspects of the volunteer program and Authority issues; reviews and updates the volunteer section of the Authority's website; develops and maintains a volunteer handbook and ensures each volunteer receives a copy.
- Responds to inquiries from potential volunteers; provides information about volunteer programs; prepares and mails information packets.
- Plans and coordinates 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.
- Processes permits for use of Authority property, including communicating with requestors, processing and reviewing requested documents, collecting fees, approving or declining permit requests, and tracking permits.
- Prepares and maintains accurate and complete records of the work performed; updates and maintains 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.
- Receives inquiries and provides information to the public regarding a wide variety of topics and successfully communicates with a variety of contacts as they relate to assigned programs.
- 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.
- 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 volunteer supervision, including work planning, assignment, review and evaluation, discipline, and the training in work procedures.

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- 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.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Authority staff.

Ability to:

- Plan, research, organize, coordinate, and implement a variety of activities and programs related to the Authority's volunteer programs.
- Assist in developing and implement goals, objectives, policies, procedures, work standards, and internal controls for assigned programs.
- Identify and implement effective course of action to complete assigned work.
- 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.
- 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.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- 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.
- Use English effectively to communicate in person, over the telephone, and in writing.
- 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:

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Equivalent to two (2) years of college coursework in recreation administration, natural science, environmental education, or a related field and three (3) years of increasingly responsible volunteer program management experience. A Bachelor's degree is desirable.

Licenses and Certifications:

- Possession of 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 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 primarily a sedentary office classification although standing and walking between work areas may be 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 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.

EFFECTIVE: September 2013
REVISED: N/A
FLSA: Non-Exempt