



Job Title:	VOLUNTEER ENGAGEMENT SPECIALIST
Department:	SUPPORT PROGRAMS AND VOLUNTEER RESOURCES
Reports to:	MANAGER, SUPPORT PROGRAMS AND VOLUNTEER RESOURCES
FLSA Classification:	EXEMPT
Pay Grade:	11

Position Summary:

The Volunteer Engagement Specialist administers volunteer resource policies and procedures and carries out the responsibilities of volunteer job and description development, recruitment, and database management; conducts volunteer resource related trainings and volunteer program evaluations; provides ongoing support to all branch/department volunteer coordinators related to volunteer concerns; seeks, fosters, and facilitates Library connections with community groups, donors and individuals in volunteer capacities; participates in the administration of the Library's service to patrons who are homebound and supervises up to, but not limited to, its 100 volunteers. Promotes internally, encourages and demonstrates the value of volunteer integration throughout the library system.

Essential Functions:

- Provides framework and procedures for engaging volunteer resources, ensuring FLSA compliance. Seeks out, implements and leads/supports innovative volunteer engagement opportunities.
- Manages volunteer job and description development and recruitment strategies; monitors and supports selection, supervisory, and retention practices system wide. Evaluates Library and volunteer experiences.
- Provides Volunteer Opportunity webpage maintenance, including making regular updates and improvement recommendations.
- Seeks, fosters, and facilitates mutually beneficial connections for volunteer engagement between community groups, donors, and individuals, and the Library. Screens and connects individual and group volunteer inquiries to volunteer opportunities.
- Screens Library Express volunteers and works with the Manager and Administrative Assistant to deliver quality services to any patrons, who are homebound, and supervises up to, but not limited to, 100 Library Express volunteers.
- Plans, develops, and conducts Volunteer Resource related trainings for Library staff. Responds to Library agency managers and branch volunteer coordinators in navigating through best practices, compliance and regulatory issues.
- Manages the utilization of the volunteer database; creating, obtaining, and manipulating data to produce relevant reports.
- Evaluates and implements, if approved, technology to improve work-flow and volunteer experience.
- Able to work the normally scheduled work time for this position.
- Able to cope with daily job-related stress.

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions does not identify all duties performed by any single incumbent in this position.

Supplemental Functions:

- Provides limited support to Indy Library Store
- Represents the Library at professional volunteer administration venues in the community and in the industry
- Plans and executes volunteer recognition strategies and events
- Performs other job duties and responsibilities as assigned.

Qualifications:

- Bachelor's degree
- Certified Volunteer Administrator (CVA) or Certified Administrator of Volunteer Services (CAVS) Preferred
- Three to five years of experience

Environment and Overall Physical Demands:

- Office environment
 - Position requires constant use of fine dexterity and vision
 - Position requires frequent sitting, handling of ten pounds or less in paperwork, hearing and talking
 - Position requires occasional standing, walking, lifting of ten pounds or less in boxes, kneeling, bending and twisting
 - Position rarely requires carrying, pushing/pulling, reaching, crouching, climbing or balancing
 - Position never requires crawling
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