



# City of Orange

## Library Volunteer Coordinator

### **DEFINITION**

Under general supervision, coordinates and implements the Library Services Department's volunteer program, including recruiting, training, and recognizing/rewarding volunteers; develops and implements methods to sustain volunteer participation; maintains volunteer records; performs complex paraprofessional library work; provides general information and assistance to the public; participates in the activities of a specialized library function; coordinates scheduling of the community rooms within the Library; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from supervisory and managerial staff. Exercises supervision of volunteers. Provides training, guidance, and technical and functional direction to volunteers.

### **CLASS CHARACTERISTICS**

This is a journey-level class that coordinates and implements the Library Services Department's volunteer program, and coordinates the scheduling of the community rooms within the Library. Responsibilities include working with staff to identify opportunities for volunteer support and develop program parameters; writing position descriptions; recruiting and training volunteers; ensuring compliance with all applicable department and City policies and procedures; supporting and administering a recognition program; and maintaining records and reporting statistics related to the program, including tracking hours. The incumbent assists in promoting the volunteer program through public speaking and participation in community events and activities. This class is distinguished from other administrative support classes in that it performs complex technical duties that require advanced knowledge in the area of specialization of volunteer program coordination.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS**

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

- Plans, oversees, coordinates, and implements the Library volunteer program.
- Recruits, interviews, tests, and selects each volunteer applicant thoroughly and assesses knowledge, skills, and abilities before acceptance into the program; receives volunteer applications and maintains a file of all applications; handles all necessary correspondence with applicants in a timely manner.
- Supervises, assigns, directs, evaluates and reviews the work of volunteers; performs and assists in the recruitment, selection and evaluation of volunteers; ensures the most effective use of staff and materials resources.
- Determines which function each volunteer is best suited for based on the above assessment and department needs; schedules volunteers to meet the needs of the department while maximizing volunteer job satisfaction and fulfillment.
- Ensures all volunteers are informed about department programs, services, and activities and that Library staff is informed about the volunteer program.
- 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 positions in each division, including the desired number of volunteers for each position.
- Works with division managers and supervisors to write and maintain accurate position descriptions for the volunteer positions in each division, including the required work schedule and time commitment for each position.

- 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.
- Plans, directs, and organizes orientation for new volunteers; coordinates on-the-job and other required training between volunteers and staff.
- Performs daily coordination of volunteers, holds meetings, and gets feedback from volunteers regarding job satisfaction; designs and implements volunteer recognition programs.
- Assists division managers and supervisors in addressing performance deficiencies and issues by providing additional training, reassigning the volunteer, or terminating the assignment.
- Develops and maintains information and outreach materials, including brochures, slide shows, information packets, flyers, guides, and other documents.
- Prepares and maintains accurate and complete records of the work performed; prepares clear and concise reports to monitor the success of the volunteer program; creates related written materials.
- Advises and assists library patrons in the use of library services and tools.
- Establishes and maintains effective customer service for library patrons.
- Participates in meetings, committees, or projects intended to enhance services or promote consistent policies and procedures across the department.
- Completes or supervises completion of a variety of complex clerical duties including maintaining detailed records, verifying accuracy of information, researching discrepancies and record information.
- Oversees scheduling of meeting room facilities for the Library Services Department, and special programs and events by providing direction to facility services staff.
- Coordinates scheduling of the Community Rooms within the library and ensures the site is maintained in a clean, safe, orderly and secure condition.
- Serves as a liaison to the public regarding meeting room rentals and works with City departments, and the public.
- Maintains facility scheduling information in the appropriate software system and database.
- Compiles and prepares monthly meeting room scheduling reports for library staff and other City departments.
- Communicates with vendors; researches, establishes, and confirms discounts; prepares Community Room contracts and maintains appropriate certificates of insurance required in agreements with vendors.
- Collects program/service fees and maintains related financial records.
- Identifies program/activity needs. Makes available materials and equipment. Provides information to participants regarding facility use policies and procedures.
- Acts as liaison between customers, event coordinators and facility maintenance personnel. Maintains communication with customers. Receives complaints/comments, presents alternatives and implements solutions. Actively works with customer problems to ensure the greatest level of satisfaction within policies and procedures.

- Administers, supervises, maintains and updates the Facility Reservation policies and procedures and Evanced Facility Reservation module. Researches, prepares, compiles and supervises work summaries and statistics and other written reports.
- Participates in community events and outreach activities.
- May exercise functional and technical supervision over assigned library clerical, part-time, and volunteer personnel.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### Knowledge of:

- Principles, practices, and methods of administering and coordinating a volunteer program.
- Principles, practices and techniques of public relations, community outreach and service promotion.
- Principles and practices of program administration and personnel management.
- Office management principles.
- Applicable Federal, State, and local laws, codes, and regulations, including administrative policies and procedures.
- Business letter writing and basic report preparation techniques; effective communication techniques in public presentations.
- Basic record keeping principles and procedures.
- Basic mathematical principles.
- Modern office practices and procedures, including the use of standard office equipment.
- Computer applications related to the work, including word-processing, spreadsheet, and graphic design programs.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Principles, practices and techniques of public relations, community outreach and service promotion.
- Principles and practices of effective supervision, including work planning, assignment, direction, training, and performance evaluation.
- Records management principles and practices.
- Techniques of dealing with individuals of various ages and from various socio-economic groups and for effectively representing the City in contracts with users and the community.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

### Ability to:

- Coordinate, direct, and implement a volunteer program suited to meet the needs of the community and the Library.
- Recommend and implement goals, objectives, and practices for providing an effective and efficient volunteer program.

- Learn, interpret, and apply Federal, State, and local, administrative and departmental laws, codes, regulations, policies, and procedures.
- Plan, schedule, assign, and oversee activities of volunteers; train volunteers in work procedures.
- Respond to requests and inquiries from volunteers and the general public; make presentations to volunteers and the general public; elicit community and organizational support for assigned program and projects.
- Schedule and coordinate projects; set priorities; adapt to changing priorities.
- Prepare written reports and correspondence.
- Make sound, independent decisions within established policy and procedural guidelines.
- 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.
- Operate modern office equipment, including computer equipment and specialized software applications programs.
- Perform routine clerical work, including maintenance of appropriate records, mathematical calculations, and compiling information for reports.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and harmonious 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 graduation from an accredited four-year college or university with major coursework in public administration, business, finance, library science or a related field. Some technical library experience is highly desirable. Two (2) years of high-level administrative support experience, including the coordination of complex programs, preferably related to volunteerism, and minimum one (1) year in a supervisory role.

### **LICENSES AND CERTIFICATES**

Valid California class C driver's license with satisfactory driving record and automobile insurance.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This classification primarily works indoors and requires frequent standing in work areas and walking between work areas. 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 frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and shelve materials. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 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 interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.