

Palos Verdes Library District

Coordinator – Volunteer Services

FLSA: Non-exempt
Position Type: Part-time Salaried

Purpose:

The Volunteer Coordinator oversees and administers the District's volunteer programs including recruiting, training, and recognizing/rewarding volunteers; developing and implementing methods to sustain volunteer participation; maintaining volunteer records; and performing related work as required.

Core Accountabilities

- Plan, direct, oversee and coordinate PVLD's volunteer program.
- Work with department managers and the Peninsula Friends of the Library to write and maintain accurate position descriptions for the volunteer positions in each department, including the required work schedule and time commitment for each position.
- Recruit, interview, test, and select each volunteer applicant thoroughly and determine knowledge, skills, and abilities before acceptance into the program.
- Determine which function each volunteer is best suited for based on assessment of volunteer knowledge, skills, abilities, and District needs; schedule volunteers to meet the needs of the District while maximizing volunteer job satisfaction and fulfillment.
- Ensure all volunteers are informed about District programs, services, and activities and that District staff is informed about the volunteer program.
- Plan, direct, and organize orientation for new volunteers; coordinate on-the-job and other required training between volunteers and staff. Develop and maintain a volunteer handbook and ensure each volunteer receives a copy.
- Ensure volunteers receive safety and emergency response training as required and are informed about all District policies and procedures related to their work.
- Identify and implement 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.
- Work with national and local volunteer agencies and organizations, including the California State Library, Torrance Volunteer Center, court referral programs, and service organizations to coordinate requests for volunteer service with District needs.
- Perform daily coordination of volunteer activities; hold meetings with volunteers and get feedback from volunteers regarding job satisfaction; design and implement volunteer recognition programs in collaboration with library support groups.
- Assist department managers in addressing performance deficiencies and issues by providing additional training, reassigning the volunteer, or terminating the volunteer assignment.
- Hold meetings with District staff to determine ways to maximize the value of the volunteer program to the District.
- Prepare and maintains accurate and complete records of volunteer applications and assignments; the work performed; and hours worked by each volunteer. Prepares clear

and concise reports to monitor the success of the volunteer program. Maintain all necessary reports and records, including timely and accurate records of volunteer service hours and records related to Worker's Compensation coverage. Work with library support groups such as the Peninsula Friends of the Library to ensure accurate records are maintained with regard to volunteer work on behalf of the support groups.

- Act as a certified passport agent and process passports in accordance with strict guidelines provided by the National Passport Office.
- Work with the Friends on the annual Volunteer Luncheon by providing assistance with databases, hourly records, coordination of awards and general assistance as needed.
- Perform other duties as assigned.

Qualifications Guidelines

Knowledge of:

- Techniques for providing a high level of customer service to the public, volunteers, vendors, contractors and District staff, in person and over the telephone.
- Principles, practices, and methods of administering and coordinating a volunteer program.
- Techniques for dealing with a variety of individuals from various socio-economic, cultural, and ethnic backgrounds.
- Applicable Federal, State, and local laws, codes, and regulations.
- Principles and practices of library services, programs, and promotions.
- District goals, objectives, and priorities.
- Business letter writing and basic report preparation techniques; effective communication techniques in public presentations.
- Basic principles and procedures of record-keeping.
- 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.

Ability to:

- Respond to requests and inquiries from volunteers.
- Make presentations to citizen groups and volunteers.
- Respond to requests and inquiries from the general public; elicit community and organizational support for assigned program and projects.
- Understand, interpret, and apply applicable laws, ordinances, and policies.
- Coordinate a variety of projects and programs simultaneously.
- Prepare written reports and correspondence.
- Train and instruct others in work procedures.
- Make sound, independent decisions within established policy and procedural guidelines.

- Organize own work, coordinate projects, set priorities, meet critical time deadlines, and follow up on assignments with a minimum of direction.
- Operate modern office equipment, including computer equipment, copiers, printers, and software programs.
- Use English effectively to communicate orally and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with employees and those contacted in the course of the work.

Education, License, 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 high school and three (3) years of relevant administrative experience, preferably in human resources or in a public library environment. Some related college-level coursework is highly desirable. Must possess and maintain a valid California class C driver's license and have a satisfactory driving record.

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 cities 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 in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter 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. Positions in this classification occasionally lift and carry reports and records that typically weigh less than 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 interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Working Conditions

May be required to work a flexible schedule including evenings, weekends, and holidays.