



JOB TITLE		DEPARTMENT	JOB LEVEL
Manager of Volunteer Services		Administration	M1
CLASSIFICATION	REPORTS TO	SUPERVISES	
Full-Time Exempt	Director of Human Resources	N/A	

POSITION SUMMARY

Under general direction of the Director of Human Resources with wide latitude for judgment, this position is responsible for managing all aspects of the Library volunteer program including recruitment, selection, orientation, placement, retention and recognition. This position serves as a liaison between the Library and volunteers providing volunteer support to various departments to extend library services in support of the Library's mission, vision and strategic plan.

ESSENTIAL RESPONSIBILITIES

- Develops and implements goals and objectives for Volunteer Services which reflect the library's mission, vision, and values
- Plans, oversees, coordinates and implements the Library's volunteer program consisting of adults, teens and vocational individuals
- Recruits, interviews, and selects appropriate individuals to fulfill the volunteer needs of the Library exercising good judgment and fairness when making decisions
- Determines which role each volunteer is best suited for based on their skills, interests and availability and the Library's needs
- Re-assigns and/or terminates volunteers as necessary
- Considers risk management in all aspects of Volunteer Services
- Coordinates start dates with staff and new volunteers ensuring that volunteers are given appropriate onboarding, training and supervision
- Forwards volunteer Background Check Consent Forms to Human Resources for processing and ID badge creation
- Works closely with Public Relations & Development (PRAD) and Community Service & Program Development Divisions (CSPD) to fulfill the library's volunteer needs for special events, exhibits and programs
- Regularly attends department meetings to foster staff-volunteer relationships and evaluate current volunteer needs
- Reaches out and communicates with high schools and other external groups to coordinate and implement Vocational Volunteer Programs

- Assesses and evaluates programs and services delivered by volunteers and implements improvements as necessary
- Develops and updates Volunteer Handbook, Application, as well as policies and procedures which guide volunteer programs and reflect the overall values of the Library
- Works closely with staff to create volunteer position descriptions that accurately reflect the duties and tasks required
- Thinks creatively and “outside the box” to find ways volunteers can assist with the Library’s needs
- Develops and maintains paper and digital volunteer records to comply with administrative requirements
- Coordinates with other staff the development and maintenance of the volunteer webpage and social media channels
- Communicates vital volunteer information and changes using the Volgistics software, in-house signage, e-mails and/or phone calls
- Actively seeks feedback from staff and volunteers and makes decisions and/or recommendations for improvement of Volunteer Services
- Develops and implements formal and informal volunteer recognition events including
- planning, organizing, and coordinating an annual Volunteer Celebration
- Compiles monthly and annual statistics writing reports as needed
- Collaborates with Director of Human Resources in developing a budget for the volunteer program
- Coordinates with other community organizations regarding events such as the VolunteerPalooza Fair
- Provides and maintains a referral list of local agencies for court-ordered and/or community service requests
- Seeks opportunities to publicly present the benefits of GBPLD’s services and volunteer opportunities
- Networks and represents the Library positively and professionally in the community and various volunteer groups
- Fosters a positive and harmonious working relationship between staff and volunteers by soliciting feedback and providing coaching and training to staff and volunteers
- Keeps the Director of Human Resources and Executive Director informed regarding changes, challenges and developments concerning volunteers
- Participates in meetings, committees, workshops, and conferences related to volunteerism
- Drives to library branches and other meeting sites as needed
- Maintains awareness of current library programs and events, societal fads and trends, and news
- Demonstrates support for innovation and organizational changes needed to improve the Library’s effectiveness
- Other library related duties as assigned *

KNOWLEDGE / SKILLS / ABILITIES

- Communicates with others in a clear, understandable and professional manner, both verbally and in writing
- Superb interpersonal skills and patience to interact with a variety of personality types
- Must be tactful, pleasant, and have courteous and diplomatic manner in dealing with staff, volunteers, and other community members
- Must value diversity, appreciating and leveraging the capabilities, insights and ideas of all individuals
- Listens effectively and responds to others in a timely, effective, positive and respectful manner
- Ability to provide clear, accurate direction, guidance and training
- Must be a self-starter and show initiative by taking prompt action to accomplish goals
- Must be able to manage stress and maintain stable work performance under pressure
- Must be able to identify opportunities for partnerships and takes action to build on those relationships whether they are internal or external
- Ability to multi-task, prioritize, organize and coordinate effectively and efficiently
- Must be detail-oriented and have good organizational skills to meet deadlines
- Ability to assume responsibility and work independently, as well as collaboratively with others
- Recognizes which tasks to delegate appropriately to staff and volunteers
- Must be adaptable when experiencing changes in work tasks and adjust positively and effectively to new processes, requirements, or structures
- General knowledge of 21st century libraries and GBPL's mission, vision and values
- Ability and experience using personal computing and communication devices, common office equipment, MS Office, Internet browsers, e-mail applications, Volgistics software and social media applications
- Ability to "self-learn" new technologies and adapt to changing technology as needed
- Ability to hold a valid driver's license and drive a vehicle

EDUCATION/EXPERIENCE QUALIFICATIONS

- Bachelor's degree or equivalent combination of education and experience which provide the skills needed for effective job performance
- Minimum 2-3 years previous job related experience, preferably in a library

TOOLS/EQUIPMENT

Use of the following equipment: computer and mouse, copy machine, printer, digital scanner, fax machine, telephone, typewriter, calculator/adding machine, digital camera, two-way radio.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Must be able to hear, comprehend and respond to employees and volunteers both in person and in telephone conversations
- Must have visual ability to see computer screen
- Ability to concentrate in a busy workroom environment
- Must be able to manipulate computer and typewriter keyboards, calculator
- Must be able to lift and carry bags or boxes weighing up to 40 pounds
- Must be able to sit for long periods of time
- Must be able to walk distances of more than 100 feet within the building
- Must be able to write clearly and concisely and proofread for accuracy in all communications
- Must be able to perform repetitive hand motions for extended periods of time
- Must be able to push a cart weighing greater than 100 pounds
- Must be able to bend or stoop to reach items
- Must be able to speak distinctly to large groups
- Must be flexible and available to work a varied schedule to accommodate library and volunteer needs, which could include large-scale events

** The scope of the job may change as necessitated by the library's operational demands*

ACKNOWLEDGEMENT

I have read and understand the essential duties, responsibilities and essential functions of this position. I understand that this does not limit the assignment of additional duties for this position, and that the job duties and responsibilities may change as necessitated by the library's operational demands.

Employee's Signature

Date