

# PIKES PEAK LIBRARY DISTRICT

*MISSION: Providing resources and opportunities that change individual lives and build community.*

*Seek. Engage. Transform.*

## Position Description

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| <b>Position Title:</b> Volunteer Program Supervisor                                 | <b>Grade:</b> 21                     |
| <b>Department:</b> Human Resources  |                                      |
| <b>Library/Location:</b>  | <b>FLSA Status:</b> Exempt           |
| <b>Direct Supervisor's Title:</b> Benefits, Compensation, HRIS & Compliance Manager | <b>Approved Date:</b> March 25, 2019 |
|   | <b>Revised Date:</b> March 25, 2020  |

**Position Summary:** Operates in a diverse environment to help fulfill the Library's mission by implementing policies, procedures, and activities that build a robust and effective volunteer program.

### Essential Functions

*Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

- Supervises volunteer services program, including development and implementation of consistent practices and policies; ensures effective risk management.
- Develops, implements and manages different strategies for recruiting volunteers.
- Acts as Liaison to Young Adult Services to coordinate volunteer support efforts.
- Manages volunteer application process, including background checks and placing volunteers.
- Maintains database to track recorded hours; Provides data for value of services to be used in reports, grants, and gift campaigns.
- Keeps PPLD, management team, leadership team and Board of Directors apprised of important updates and changes with the volunteer program.
- Creates and manages volunteer onboarding process that includes a volunteer orientation process.
- Meets various department volunteer placement goals.
- Determines and manages appropriate volunteer recognition programs.
- Works with library supervisors to develop volunteer training program with duties and expectations.
- Seeks out and implements corporate volunteer opportunities.
- Updates and maintains volunteer handbook.
- Maintains confidentiality in all staff and customer interactions.
- Performs administrative functions as required, including annual budget recommendations.
- Works with marketing on developing materials or strategies for promoting awareness of volunteer opportunities and message.

### Additional Duties and Responsibilities

*Duties are considered non-essential and include the following:*

- Pursues independent learning through research, workshops, conferences, and online learning; makes recommendations for new or enhanced initiatives.
- Provides backup support for other Human Resources functions as necessary.
- Performs ergonomics consulting with employees as needed
- Acts as liaison to Foundation and Marketing department.
- Keeps informed about Library and department information.
- Participates in special projects as assigned.

## VOLUNTEER PROGRAM SUPERVISOR

- Serves on district-wide teams.
- Represents the Library District to community agencies and professional library organizations; speaks to interested groups as requested.
- Serves on local, state and national committees; takes an active role in library or other professional organizations.
- Attends regular department meetings and scheduled All-staff meetings.
- Performs other job-related duties as assigned.

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**Supervision:** Supervision provided by the Benefits, Compensation, HRIS & Compliance Manager.

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### **Required Knowledge, Skills, and Abilities**

*The employee is expected to perform or possess the following:*

- Thorough knowledge of the Pikes Peak Library District's policies and procedures and ability to follow them.
- Ability to act as an ambassador of Pikes Peak Library District by promoting its mission and vision.
- Demonstrates knowledge of best practices in volunteer management and recruitment.
- Ability to exhibit leadership, sound judgment, discretion and professional demeanor in all situations; thinks and acts appropriately under pressure.
- Demonstrates excellent public speaking and presentation skills.
- Demonstrates excellent verbal and written communication skills; maintains effective relationships within the department and with staff at all levels.
- Demonstrates exceptional ability to use applications software, including human resources management products, Microsoft Word, Excel, Access, and Outlook, along with standard office equipment.
- Ability to work effectively as a team member, organize daily work and meet deadlines in a fast-paced, detail-rich environment.

### **Education and Experience:**

1. Requires a Bachelor's degree in any field.
  2. Requires a minimum of three years of experience; public library or non-profit experience preferred
  3. Professional in Human Resources (PHR), Society for Human Resources Management Certified Professional (SHRM- CP) or Certification in Volunteer Administration (CVA) preferred.
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### **Physical and Environmental Conditions:**

Work is primarily conducted in an office setting that provides comfortable lighting, temperature and air conditions. Position requires the ability to sit and use a computer or standard office equipment for extended periods. Position requires the ability occasionally lift up to 30 pounds.

Work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices or meeting rooms, e.g. use of safe work place practices with office equipment, and/or avoidance of trips and falls and observance of fire regulations.

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The above position description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

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Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

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I have read and understand this position description.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Name (Print)

\_\_\_\_\_  
Location