



Volunteer Associate

Team: Operations	Reports to: Operations Manager	
FLSA Status: Non-exempt	Hours of work: 32 hours/week	Pay Grade: 13

Summary Description

The Volunteer Associate administers the Library's volunteer program and implements the effective recruitment, onboarding and recognition of volunteers to complement the work of staff. Provides exemplary internal customer service to Library staff while maintaining the highest level of confidentiality. Puts the Library's organizational values into daily practice.

Essential Functions - *Employees are accountable for all duties of this job.*

Specialty

- Performs volunteer management functions: establishes procedures, job descriptions, onboarding, recognition activities, data reporting and training.
- Collaborates with other staff and recruits volunteers to effectively match volunteer talent with library and other program needs.
- Sets appropriate volunteer program goals; develops and monitors operating budget
- Ensures all volunteers are adequately trained for their roles and responsibilities.
- Stays informed about general volunteer management principles and legislative considerations.
- Networks with other library volunteer coordinators.

Service Management & Evaluation

- Researches trends and innovations in specialty. Sets clear goals, objectives, and performance measurements. produces monthly reports on activities.
- Tracks and analyses statistics.
- Analyzes and monitors the assigned budget.

Team Support & Other Duties

- Attends regular staff, team, and one-on-one meetings, and professional development trainings.
- Provides occasional outreach and service desk duties.
- Keeps current on the Staff Manual and adheres to library policies and procedures.
- Performs other related duties as assigned.

Knowledge, Skills & Abilities

Communication & Cultural Awareness

- Excellent English language skills in all methods of communication.
- Ability to build rapport with diverse audiences including those without English language proficiency.

Customer Service & Professionalism

- Ability to provide courteous public service through attitude, appearance, and performance. Makes patrons feel welcome and maintains confidentiality.
- Ability to multitask - handling various duties while prioritizing patron interaction.
- Proven ability to accurately perform clerical tasks, maintain records and data.

- Puts the principles of professional library work into practice.

Problem-Solving

- Creatively solves problems, negotiates, and handles stressful situations in a positive manner.

Technical Skills

- Proficient with rapidly changing technology.
- Excellent computing skills, including Microsoft, Google products, Zoom, Adobe and other software.
- Ability to learn Integrated Library Systems or other large databases/SaaS applications.

Education & Experience

This position requires a combination of education, formal training, and work experience that produces the knowledge, skills, and ability to perform the position’s essential functions.

- *Required:* HS Diploma or 2 years relevant experience; Expert computing skills; Fluent written and spoken English; Access to transportation. Valid Colorado driver’s license and insurance if applicable.
- *Desired:* Associate degree or 3 years experience coordinating volunteers; library experience; Bilingual English-Spanish

Working Environment

- Schedule varies according to the Library needs to include weekend, evening, daytime, and some holidays.
- Significant daily screen time at a computer, sitting or standing.
- Frequent listening and speaking to communicate with patrons, staff, community partners, and vendors.
- Frequent regular movement, light lifting, transporting materials, and other physical activities.
- Regular requirements include the need to stand, walk, crouch, stoop, squat, twist, climb, push/pull up to 50 pounds, and lift up to 25 pounds.
- Regularly works in shared staff spaces with fluctuating noises, odors and indoor temperature.
- Regularly uses changing workplace technologies and equipment, occasionally uses tools that are sharp, hot, or that may otherwise pose potential safety risks.
- Regularly retrieves items with bags or by pushing a cart to and from outside book drops, sometimes in inclement weather. Occasionally shovels snow.
- Occasionally drives to and works in various locations in the Estes Valley and out of town.

This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. Duties, responsibilities or qualifications may change at any time with or without notice. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position. The Estes Valley Library is an essential part of the community and an equal opportunity employer.

Review Status

Review Phase

Initials

Phase 1 (HR)

__JS__

Phase 2 (Supervisor)

__DC__

Phase 3 (Director)

___CP___

Phase 4 (Team member)

___SS___

Phase 5 (HR)

___JS___