

# Volunteer Coordinator - Library Department

This position is responsible for managing the volunteer program for the San José Public Library. The selected candidate will lead the organization in a transition from a volunteer management program to a volunteer engagement model including training and supporting staff in 19+ sites that work directly with volunteers so that the new model is successfully implemented and sustained.

Training topics will include, but are not limited to, aspects of the volunteer engagement model, facilitating relationships with high impact volunteers, interviewing, developing objectives and outcomes for volunteer service, measuring the outcomes, and team building. Supporting staff will include one-on-one and group interactions, providing needed resources, and developing and maintaining Share Point sites. Other responsibilities of the position include networking in the community in support of the volunteer program; recruiting and interviewing potential volunteers; coordinating volunteers for special events, developing and monitoring program plans, timelines, and budgets; intake and processing of volunteer applications; collecting and analyzing data on the volunteer program; managing the Dr. Martin Luther King, Jr. Docent Program; working directly with Library Administration volunteers; and interfacing with various individuals; staff of the Library, San Jose State University and City of San Jose, and community groups.

The ideal candidate will be a highly self-motivated, self-directed individual with strong leadership skills and innovative ideas, demonstrates excellent verbal and written communication and interpersonal skills, and able to work independently and on teams. This position requires working occasional evenings and weekends and the ability to maintain confidentiality.

This classification is represented by Municipal Employees Federation (MEF) Local 101.

## Competencies

The ideal candidate will possess the most desirable combination of training, skills and experience, as demonstrated in past and current employment history. Desirable competencies for this position include:

1. **Job Expertise** - demonstrates knowledge of and experience with applicable professional/technical principles and practices.
2. **Change Management** – demonstrates support for innovation and for organizational changes needed to improve the organization's effectiveness; facilitates the implementation and acceptance of change within the workplace.
3. **Communication Skills** - communicates and listens effectively and responds in a timely, effective, positive and respectful manner; written reports and correspondence are accurate, complete, current, well-organized, legible, concise, neat, and in proper grammatical form.
4. **Multi-tasking** - can handle multiple projects and responsibilities simultaneously; has handled a wide variety of assignments in past and/or current position(s).
5. **Getting Results** – seeks to accomplish critical tasks with measurable results; develops clear and challenging goals that are achievable with available resources; anticipates problems, is proactive, and avoids difficulties by planning ahead.
6. **Developing others** – uses appropriate methods and a flexible interpersonal style to help others develop their capabilities.
7. **Computer Skills** - experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS SharePoint, and MS Excel.

## Minimum Qualifications

Any combination of training and experience equivalent to the following:

1. **Education:** Completion of high school, General Education Development Certificate or California Proficiency Certificate.
2. **Experience:** One (1) year experience in managing a full-scale volunteer program.
3. **License/Certificates:** Possession of a valid California driver's license.
4. **Acceptable substitutions:** None.