



Position Description

Position Title: Volunteer Program Supervisor.	Grade: 19
Department: Human Resources.	Pay Range: [REDACTED]
Direct Supervisor's Title: Director of Benefits, Compensation, HRIS & Compliance.	FLSA Status: Exempt.
Work Arrangement: Up to 80% remote (with supervisor approval)	Revised Date: Feb. 13, 2025

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.
- Manages volunteer application process, including background checks and placing volunteers.
- Maintains volunteer management software including implementing and improving process flows; Provides data for value of services to be used in reports, grants, and gift campaigns.
- Acts as liaison to Young Adult Services to coordinate volunteer support efforts.
- Creates and manages volunteer onboarding process that includes a volunteer orientation process.
- Develops, implements, and manages different strategies for recruiting volunteers.
- Meets various department volunteer placement needs.
- Determines and manages appropriate volunteer recognition programs.
- Works with Library supervisors to develop volunteer program training with duties and expectations for both PPLD staff and volunteers alike.
- Updates and maintains volunteer handbooks.
- Collaborates with supervisors and community organizations to facilitate internships, and paid work experiences for individuals not compensated by PPLD.
- Performs administrative functions as required.
- 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.
- Seeks out and implements corporate volunteer opportunities.
- Participates in annual budget recommendations and tracking.
- Keeps PPLD, management team, leadership team and Board of Directors apprised of important updates and changes with the volunteer program.
- 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.
- 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.

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 maintain confidentiality in all employee and customer interactions.
- 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 employee at all levels.
- Demonstrates exceptional ability to use applications software, including human resources management products, Microsoft 365, SharePoint, Word, Excel, Access, and Outlook, specialized software, 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.
- Has regular on-time attendance.
- Exercise professionalism and good judgement in interpersonal interactions.

Education and Experience

- Requires a bachelor's degree in any field.
- Requires a minimum of three years of related volunteer experience; public library or non-profit experience preferred.
- Professional in Human Resources (PHR), Society for Human Resources Management Certified Professional (SHRM- CP) or Certification in Volunteer Administration (CVA) preferred.

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 to stand for extended periods of time. Position requires the ability to occasionally reach, bend, climb, twist and squat. Position requires the ability to lift and move equipment weighing 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 workplace practices with office equipment, and/or avoidance of trips and falls and observance of fire regulations.

This position is eligible for telecommuting with supervisor approval and based on employee performance. Employees will be required to attend in-person meetings, trainings, or events at the Library as directed by their supervisor or as necessary for the performance of their job duties.

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.

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