

VOLUNTEER PROGRAM COORDINATOR

(Range 114)

DEFINITION

Performs administrative and supervisory work in managing, planning, and the coordination of the Library District's Volunteer Program and Foundation book sales operations, both in the branches and online.

SUPERVISION EXERCISED AND RECEIVED

Receives general supervision from the Development Director. Exercises direct supervision over volunteer staff and works collaboratively with Branch Volunteer Coordinators.

RESPONSIBILITIES:

Essential and marginal functions and responsibilities may include, but are not limited to the following:

1. Ensures the efficient operation of the Volunteer Program to provide volunteer staffing at the branches, book stores, and other volunteer positions, as identified.
2. Conducts volunteer interviews and selects volunteers for District-wide placement.
3. Supervises book store and online sales volunteer staff including development of work procedures, schedules, training, and problem resolution.
4. Directs and prioritizes the work of book store and online sales volunteer staff.
5. Supervises online book sales, including managing online accounts, sales, mailings and customer service.
6. Serves as the liaison between volunteers and Branch Volunteer Coordinator staff to verify and reviews work produced by volunteers for completeness and conformance with established procedures, and to maintain Worker's Compensation information on all active volunteers.
7. Oversees off-site materials disposal contract with vendor.
8. Updates and maintains records, statistics and files, correspondence and memoranda in support of the Volunteer Program and Development Office reports to the Executive Director, Board of Trustees, and others, as necessary.
9. Responds to public inquiries for information and assistance related to volunteers, book stores, book sales, or community events that involve volunteers or book sales, or other public inquiries that arise.
10. Promotes the Volunteer Program including media relations (in concert with the Marketing Department), on the District website and on social media.
11. Interacts professionally, extensively and responsively, in person and over the phone, with District staff, the public, vendors, outside agencies and community partners.

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12. Oversees disbursements from Foundation budget related to the Foundation-District Agreement, provides input to the budget, and works with the Business Office staff to record and reconcile accounts.
13. Submits recommendations for Volunteer Program budget.
14. Orders and processes acquisitions. Supplies for the Development Office, Volunteer Program and book stores.
15. Utilizes personal computers, the Internet, e-mail, and online book sales software and applications.
16. Performs a variety of clerical duties including typing, filing, and maintaining files and records.
17. Attends or conducts staff, Board, and other organizational or community partner meetings and training sessions at meeting sights throughout the district.
18. Delivers paperwork and other materials to district-wide departments and libraries.
19. Maintains a safe environment for patrons, staff and volunteers.
20. Attends or conducts staff, Board, and other organizational or community partner meetings.
21. Operates Library District vehicles.

Marginal Functions:

1. Participates in committee work and chairs committees when needed.
2. Performs related duties and responsibilities as required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

1. Volunteer program methods and principles, practices and administration.
2. Book store and online book sales operations and management.
3. Office and records management principles and practices.
4. Basic budget administration and control.
5. Library District, Branch, and Department policies and procedures.
6. Library District terminology and functions.
7. Effective volunteer supervision techniques policies and practices.
8. Basic accounting and record-keeping principles and procedures.

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Ability to:

1. Create accurate and informational written briefs and correspondence.
2. Accept and manage change and maintain flexibility.
3. Work quickly and accurately.
4. Work independently and as part of a team.
5. Work effectively with volunteers, vendors, and staff colleagues.
6. Multi-task, work under pressure, and meet deadlines.
7. Understand, give and follow oral and written instructions.
8. Effectively interact and communicate with others.
9. Serve customers and treat volunteers with respect, patience, tact, and courtesy.
10. Maintain the physical condition appropriate to the performance of assigned duties and responsibilities which may include:
 - standing, walking, or sitting for extended periods of time;
 - bending, reaching, stooping, and pushing;
 - lifting and carrying;
 - operating assigned equipment.
11. Maintain effective auditory and visual perception needed for:
 - making observations;
 - communicating with others;
 - reading and writing;
 - operating assigned equipment.

Skilled in:

1. Use of personal computers, Internet applications, and other software.
2. Use of library, general office, and book sales-related equipment.

Training and Experience:

Bachelor's Degree in communications, social sciences, management, or a closely related field required. Demonstrated abilities to: successfully plan, implement and coordinate comprehensive and innovative volunteer program for a multi-site library system, and oversee used book sales in stores and online; supervisory experience required; or an equivalent combination of training, education, and experience that provides the necessary knowledge, skills and abilities.

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License, Certificate, or Requirements:

Possess, or have the ability to obtain, a valid Nevada Driver's License at the time of hire.

Physical Requirements:

Essential and marginal functions may require maintaining a physical condition necessary for the regular, and at times sustained, performance of heavier physical tasks such as walking over rough or uneven surfaces; bending, reaching, stooping, and pushing; working in confined spaces; lifting, carrying, or moving moderately heavy items (20 - 50 pounds) and occasionally very heavy items (100 pounds or over); maximum dexterity in the use of fingers, hand, and limbs in the operation equipment; utilizing a keyboard, and sitting or standing for extended periods of time.

Tasks require depth perception, sound perception, color perception, visual perception, and oral communications ability.

Environmental Requirements:

Tasks are performed with infrequent exposure to adverse environmental conditions.

FLSA:	EXEMPT
CBA:	SUPERVISOR I
DEVELOPED:	JUNE 3, 2009
REVISED:	NOVEMBER 14, 2011 MARCH 14, 2018