

City of Fort Worth, Texas Job Description

Classification Title	Volunteer Coordinator		
Job Code:	TC5740	Job Family:	Technical/Para-Professional
Pay Grade	509	Date Reviewed:	07/07/15
FLSA Status	Nonexempt	Date Revised:	10/01/16

GENERAL SUMMARY

Oversees and coordinates the volunteer service program and community facilities for assigned department. Assesses organizational needs for volunteer services and plans for recruitment; oversees specialized programs associated with assigned department; and performs a variety of administrative tasks in support of assigned area of responsibility.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Assesses organizational needs for volunteer services and plans for recruitment in assigned departments including program coordination at community facilities.
2. Develops and implements volunteer recruitment plan; maintains continuous recruitment for volunteers through various sources including career fairs, flyers, public meetings, and mass media.
3. Designs, plans, and implements program strategies.
4. Develops marketing materials for programs.
5. Recruits, interviews, screens, and refers volunteers to appropriate sites within assigned department; develops and conduct in-service training programs for specific assignments and programs; prepares and maintains procedural and training manuals.
6. Prepares administrative and statistical reports on the nature, extent, and value of volunteer services.
7. Maintains records and informational files regarding volunteers assigned to a specific department; organizes and implements a yearly recognition event for departmental volunteers.
8. Assists in budget preparation for assigned department; forecasts needed funds to operate volunteer recruitment and training.
9. Serves as a liaison between administration, staff, and volunteers; resolves personnel problems and issues.

10. When assigned to the library - inputs volunteer information into the quarterly newsletter; acts as a liaison for the Friends of the Fort Worth Public Library; assists the Friends in setting their goals and objectives and calendar; performs various administrative duties including researching and responding to questionnaires and surveys sent to the library; assists the Public Education Specialist in programming activities.
11. Interacts with community groups, civic organizations, and the general public.
12. Coordinates and plan volunteer efforts for special departmental events and programs, as assigned.
13. Participates in the selection, training, motivating, and evaluating of volunteer personnel; monitors volunteer work plan.
14. Performs other related duties as required.
15. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Functions, processes, and principles of volunteer services.
 - Methods and techniques of volunteer program development and implementation.
 - Public relations and recruitment methods.
 - Marketing and branding strategies.
 - Social media.
 - Pertinent Federal, State and local laws applicable to volunteer services.
 - Clear and concise report preparation.
 - Principles and practices of program development and implementation.
 - Basic procedures, methods and techniques of budget preparation and control.
 - Recent developments, current literature and information related to volunteer services.
 - Modern office equipment including computers.
 - Budget process.
- **Skill in:**
 - Microsoft Office & Publisher.
 - Event planning.
 - Marketing design.
 - Personnel supervision.
 - Conflict resolution.
 - Team building.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Administer, monitor, and supervise volunteer programs.
 - Evaluate volunteer program and recommend corrective actions.

- Supervise and coordinate the work of volunteer personnel.
- Participate in the selection, training, and evaluating of volunteer personnel.
- Prepare clear and concise reports.
- Recommend and implement goals and objectives for providing records management services.
- Interpret and explain City policies and procedures.
- Establish and maintain effective working relationships with those contacted in the course of work.

MINIMUM JOB REQUIREMENTS

Bachelor's degree from an accredited college or university with major course work in Business Administration, Public Administration, Marketing, Humanities, Psychology or Public Relations or related field and three years of increasingly responsible experience in volunteer service programs or related field.

OTHER REQUIREMENTS

Valid Texas driver's license.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking, repetitive motions, climbing and balancing.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically exert up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects.