

## **Coordinator of Volunteer Services Tompkins County**

**Department:** Library-Tompkins County Public

**Classification:** Competitive

**Labor Grade:** 9

**Approved:** 04/2004

**Revised:** 10/02; 4/04; 3/06; 7/16; 9/17

**By:** AF, Commissioner of Personnel

### **MINIMUM QUALIFICATIONS:**

(A) Associate degree from a regionally accredited or New York State registered two year college and one year of full time paid (or the equivalent part-time and/or volunteer) experience in a public library or organized volunteer services program; **OR**

(B) Graduation from high school or possession of a high school equivalency diploma **AND** three years of full time paid (or the equivalent part-time and/or volunteer) experience in a public library or organized volunteer services program; **OR**

(C) Any combination of training and experience equal to or greater than that described in above A and B above.

Tompkins County is committed to Equity and Inclusion. We encourage those with similar values to apply.

### **DISTINGUISHING FEATURES OF THE CLASS:**

The work is designed to Coordinate, maintain, and manage a program using volunteers to supplement the work of staff for the purpose of enhancing service to the public. Work is performed under the supervision of the Library Director. This coordinator is responsible for recruiting screening, placing, and recognizing volunteers. Constant communication with Department Heads and volunteers is maintained to develop the basis for and the evaluation of the volunteer services. The incumbent will perform all related duties as required.

### **TYPICAL WORK ACTIVITIES:**

- Recruits, screens, and provides orientation for new volunteers;
- Matches volunteers to specific departments and jobs on the basis of interests, abilities, and departmental needs;
- With supervisor's guidance, works with Department Head to establish appropriate supervision, training, and evaluation procedures;
- Maintains schedules, and records;
- Develops and executes methods of recognition for volunteer services;
- Plans annual volunteer recognition event;
- Works with multiple external organizations such as the Tompkins County Public Library Foundation, Friends of the Tompkins County Library, local educational institutions and other community groups for the purpose of recruitment;
- Works closely with Department Heads and other staff for all aspects of the volunteer program to ensure effectiveness;
- Helps Department heads develop job descriptions for volunteers with their departments;
- Evaluates the effectiveness of volunteer services.
- May oversee the installation and removal of art exhibits and coordinate volunteers to assist with those activities.

### **KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Good knowledge of functions which may profitably utilize volunteer services;
- Good knowledge of legal aspects of using volunteers;
- Good knowledge of the principles, practices and techniques of interviewing and job replacement;
- Working knowledge of Microsoft Word, Excel, Publisher and Access;
- Excellent written and oral communication skills;
- Excellent organizational skills;
- Excellent interpersonal skills including tact and courtesy;
- Ability to recruit volunteers and plan, assign, and coordinate work of volunteers;
- Ability to understand and explain library goals, policies, and procedures;
- Ability to initiate programs to assure the optimum use of volunteer services;

- Ability to establish and maintain effective working and interpersonal relationships with volunteers and staff;
- Ability to speak in public;
- Ability to maintain records and prepare reports;
- Ability to assess and evaluate skills and abilities;
- Ability to use tact and be respectful when needing to terminate a volunteer;
- Ability to motivate volunteers when needed;
- Ability to work with a diverse population in terms of age, culture, race and other demographic differences;
- Tact, courtesy, confidentiality and integrity are all required personal characteristics.
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodations.

**PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:**

The employee must be able to sit for extended periods of time within a standard work day. Other types of physical effort are minimal with the exception of the occasional requirement to lift boxes of office supplies and paper goods up to twenty pounds. There is some bending, pushing fully loaded book trucks and stooping to reach lower book shelves required. The incumbent's visual acuity must be sufficient to enable him or her to see and accurately work with information on a computer screen. The employee's hearing must be sufficiently acute to enable him or her to hear, understand and carry out verbal instructions. The employee must have the physical ability to manipulate a computer keyboard and other types of office equipment. These fine motor skills include adequate hand/eye coordination and the full use of fingers, hands and arms to perform the essential functions of this job. Environmental factors include the ability to work closely and cooperatively in close physical proximity with others. He or she may occasionally be required to work alone. Almost all work is performed indoors in a temperature controlled environment, so excessive heat, cold, humidity, noise, etc., are not factors that are significant to this job. The employee is at times required to meet the minimal transportation requirements of this job.

2/01/96

c86.doc