

VOLUNTEER PROGRAM COORDINATOR

Job Code	Pay Grade
01500	CL14

Nature of Work

This is responsible work planning, implementing, coordinating, and administering volunteers and volunteer services within specific departments in Pinellas County. An incumbent in this classification recruits, counsels, trains, coordinates, and/or supervises department staff and volunteers, as well as performs public relations related tasks in order to maintain, and promote departmental volunteer activities and programs. The incumbent exercises initiative and independent judgment in establishing successful methods and means to promote and increase volunteer efforts at all levels within a department to include volunteer discovery, recruitment, orientation, referral, placement, coaching, administration, directing, and appropriate supervision of volunteers. The incumbent reports to a department manager, supervisor or designee.

Minimum Qualification Requirements

- 3 years experience in a volunteer program that includes 1 year experience promoting, recruiting, supervising, training, placing, and 1 year supervising volunteers; or
- Associate's degree in communications, business, public administration, or related field and 1 year experience as described above; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Demonstrates fundamental knowledge and understanding or specific credentials related to assigned volunteer programs and designated volunteer related programs.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Plans, promotes, coordinates, recruits, administers, and supervises departmental volunteers and departmental volunteer related programs and activities including development of recommendations, policies, and strategies to maximize volunteer involvement in delivering and assisting county employees to deliver public service.
- Performs a wide range of duties interacting with departmental management to address organizational needs, goals, and objectives for a wide range of volunteer services and ensures appropriate assignment of volunteers to perform county functions, activities, and services.
- Assists in planning, advertising, organizing, coordination, and supervision of employee volunteer activities for a wide range of departmental services, events, and community activities.
- Creates and maintains volunteer program support materials aimed at maintaining and expanding the size and scope of volunteer participation within the county to include direct mail, media relations, personal solicitation, and outreach.
- Leads and/or participates in volunteer recruitment and conducts volunteer screening interviews.
- Coordinates special events and enlist permanent, seasonal, and special occasion volunteers to assist in activities.
- Maintains volunteer records, including up-to-date volunteer files, lists, availability, volunteer assignments, volunteer time, and volunteer personnel records.
- Develops volunteer assignments, job descriptions, and coordinates volunteer training classes and ongoing volunteer education and support meetings.
- Maintains regular contact with volunteers; assesses volunteers working relationships and other team members as well as keeps the volunteer coordinators, supervisors and volunteers informed of any changes in policies/procedures.

VOLUNTEER PROGRAM COORDINATOR (continued)

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Illustrative Tasks (continued)

- Interviews, screens, orients, and trains volunteer applicants; coordinates, administers, and attends volunteer relations meetings, and either recommends or decides volunteer appointments and terminations.
- Prepares reports and maintains statistical records for volunteer hours; prepares regular and special reports describing the extent, nature, and value of volunteer service.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of volunteer management.
- Knowledge of computer technology with regards to data collection and recordkeeping.
- Skill in mass media techniques such as newspaper writing, TV and video educational presentations.
- Ability to lead, motivate, and train personnel.
- Ability to plan and organize a volunteer program and volunteer staff work.
- Ability to apply computer applications and software.
- Ability to communicate effectively, both orally and in writing.
- Ability to work with all levels of employees in the county and to communicate effectively with volunteers.

For official use only

Revised	EEOC Code	Overtime Code
7/12	Professionals	Classified