



# Marion County Board of County Commissioners

## POSITION DESCRIPTION

*To be successful in the position, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### **VOLUNTEER COORDINATOR**

**Department: Animal Services**

**Pay Grade: 108**

**FLSA Status: Non-Exempt**

**Job Class: 5071**

**Risk Code: 8810**

#### **JOB SUMMARY**

Responsible for professional work in the development and coordination of the Department's Volunteer Program that includes marketing; public relations; outreach; volunteer recruitment, supervision, training and recognition; program reporting; and special projects.

#### **ESSENTIAL JOB FUNCTIONS**

- Directs and coordinates the functions of a comprehensive volunteer program. Develops, implements, communicates, and maintains policies and procedures related to the volunteer program and staff training.
- Creates short- and long-range plans related to volunteers and develops annual volunteer program budget proposals; implements plans and administers budget. Maintains appropriate budget records, quarterly and annual reports, and account of funds.
- Recruits, and assists in the interview, selection, and placement of volunteers; arranges for on-site training and resolution of problems.
- Implements and monitors contractual agreements with outside agencies for volunteer services (e.g., School Board, Community (Court) Services Program, RSVP); recommends additional agreements that will fulfill the mission of the Department.
- Serves as a resource to Department employees in all areas relating to volunteerism.
- Ensures that the volunteer program goals complement County and Department policies, including personnel regulations.
- Identifies areas of potential volunteer assistance.
- Trains staff in volunteer program's goals, policies, and procedures and in volunteer management.

- Ensures that regular and effective communications are maintained among staff and volunteers; meets with staff and volunteers as needed.
- Coordinates revisions to volunteer task descriptions and maintains current program procedures.
- Develops and conducts volunteer orientation. Conducts surveys and site visits to evaluate effectiveness.
- Develops and administers appropriate award/recognition, retention, and motivation programs for volunteers.
- Makes presentations to citizens, community agencies and organizations explaining and promoting the volunteer program; presents and maintains a positive image of the Department.
- Supervises volunteers.
- Develops and maintains records and statistics on the extent, nature, and value of volunteer activities. Evaluates and documents the effectiveness of volunteer activities. Establishes and maintains a database tracking system on volunteer utilization.
- Develops and utilizes local, state, and national volunteer contacts to develop volunteer opportunities consistent with Department goals and objectives. Attends professional meetings.
- Ensures that volunteers have necessary resources including workspace, materials, clear direction, and proper supervision.
- Evaluate staff development and training activities and make recommendations for improvements of existing programs and the creation of new programs as new training needs are identified.
- Assists in implementing the Department's managerial/supervisory and staff training programs including designing the content of training programs, conducting and/or coordinating the programs' presentation, evaluating and revising programs, and analyzing results of training on staff performance.
- Designs and conducts periodic training needs assessment studies, analyzes results and recommends programs to meet needs.
- Develops volunteer recruitment strategy with supporting recruitment materials.
- Maintains and promotes the characteristics of excellent customer service in assigned area.
- Carries out policies, procedures, and established practices of the Department.
- Provides excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

### **SUPERVISION**

Position serves as a resource to Department employees and supervises volunteers. Position provides direction to the volunteer program. This position has no supervisory responsibilities for County staff.

## **QUALIFICATIONS**

### **Education and Experience:**

Bachelor's Degree preferred with major coursework in personnel, business, public administration, planning or communications, with three to four years progressively knowledgeable experience administering a volunteer program, which shall include broad exposure to and practical experience in supervision, marketing, customer service, and public speaking; or an equivalent combination of education and experience.

### **Licenses or Certifications:**

Possession of a valid, State of Florida driver's license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.

### **Knowledge, Skills and Abilities:**

#### **Language Skills**

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

#### **Mathematical skills.**

- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

#### **Problem Solving Abilities**

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Interprets complex and detailed technical data.
- Participates in development of policy, programs, plans, or procedures..
- Study manual work process to determine most effective methods as essential tasks.

#### **Specialized Skills and Abilities**

- Considerable knowledge of the operations, technology, and techniques of the Department for the recruitment of volunteers.
- Knowledge of the principles of volunteerism.

- Knowledge of local, state, and federal regulations governing volunteer management programs.
- Knowledge of effective interviewing and evaluation techniques.
- Knowledge of volunteer counseling techniques and management principles.
- Ability to develop and deliver effective public presentations. Knowledge of the use of a variety of presentation equipment.
- Ability to communicate accurately, clearly, and professionally with patrons, the public and others in writing, in person, and by telephone, on both a one-on-one basis and in large groups.
- Ability to creatively describe or explain verbally or in writing information, concepts, ideas or instructions to others, i.e., group presentations, volunteer orientations, etc.
- Ability to deal with others in a courteous, professional, and tactful manner. Ability to establish and maintain effective working relationships with others.
- Ability to function independently of constant, direct supervision, to set priorities and meet multiple deadlines.
- Ability to learn and apply new methods, procedures, operations, and policies.
- Ability to use independent judgment to resolve concerns and to adapt to interruptions, changes, and shifting needs without losing efficiency, effectiveness, or composure.
- Ability to pay close attention to detail, to gather data and develop recommendations, changes, or solutions.
- Ability to work a flexible schedule, including nights and weekends.
- Ability to remain calm in stressful situations.
- Ability to establish procedures and to follow through to assure consistency in program goals.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.
- Knowledge of department policies and procedures.
- Knowledge of modern office practices and procedures.
- Skill in utilizing a personal computer and various job-related application software programs.
- Skill in verbal and written communication.
- Skill in the use of small office equipment, including copy machines or multi-line telephone systems.
- Ability to organize and communicate effectively.
- Ability to work independently with minimal supervision.
- Ability to establish and maintain working relationships with County officials, fellow employees, and the general public.

#### **PHYSICAL DEMANDS**

The work is medium which requires exerting up to 50 pounds of force occasionally and/or up to 30 pounds of force frequently, and/or up to 20 pounds of force to move objects. While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel, and talk or hear. The employee is frequently required to stand, walk, reach with

hands and arms, and occasionally required to stoop, kneel, crouch, or crawl, and taste or smell. The noise level for this job is moderate. Requires mental acuity including the ability to make rational decisions through sound logic and deductive processes, the ability to express ideas by means of the spoken word and have close visual acuity.

**WORK ENVIRONMENT**

Work is performed primarily in an indoor and outdoor environment with limited exposure to adverse environmental conditions.

***Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.***

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Employee Signature

\_\_\_\_\_  
Date

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Supervisor (or HR) Signature

\_\_\_\_\_  
Date

***E.O.E. Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.***