**DISTINGUISHING FEATURES OF THE CLASS:** The incumbent in this position, under the direction of the Director of Special Events, deals on a daily basis with a variety of volunteer programs and projects, including, but not limited to, recruitment, placement, training, supervision, and record keeping. Supervision may be exercised over volunteers placed in the various city locations.

**TYPICAL WORK ACTIVITIES: (Illustrative Only)**

- Coordinates the staffing of the City Hall information desk;
- Recruits new volunteers;
- Maintains personnel files on volunteers including detailed time records;
- Trains and supervises groups of volunteers for specific events and projects;
- Plans, executes and oversees projects and programs throughout the community;
- Maintains a computerized database,
- Prepares and coordinates mass mailings;
- Enters and retrieves information in an automated information system;
- Works with community groups to formulate special projects for volunteers;
- Does related work as required.

**FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES AND PERSONAL CHARACTERISTICS:**

- Good knowledge of community resources and facilities;
- Good knowledge of computer programs and software applications;
- Working knowledge of office terminology, procedures and equipment;
- Ability to understand and follow oral and written instructions;
- Ability to maintain records in an organized manner;
- Ability to coordinate and direct volunteers;
- Ability to deal calmly and effectively with co-workers, volunteers and the public;
- Ability to work independently;
- Ability to establish and maintain effective working relationships with the public;
- Neat personal appearance;
- Tact;
- Courtesy;
- Resourcefulness;
- Reliability;
- Good judgement;
- Physical condition commensurate with the requirements of the position.

SEE REVERSE SIDE
MINIMUM QUALIFICATIONS:

A. Graduation from a regionally accredited or NYS registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor’s Degree; OR

B. Graduation from a regionally accredited or NYS registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate’s Degree and (2) years full time paid experience organizing, recruiting or working with volunteers in a structured environment; OR

C. Graduation from high school or possession of a high school equivalency diploma and four (4) years full time paid experience as described in (B) above; OR

D. Any equivalent combination of training and experience as defined by the limits of (A), (B), or (C) above.

SPECIAL REQUIREMENTS:

This position will require an incumbent to work flexible hours including weekends and holidays as needed.