

VOLUNTEER COORDINATOR
(APL)

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Community Programs and Partnerships Manager, the volunteer coordinator will be responsible for coordinating, with the assistance of library and community partners, a quality framework and implementation strategy for an effective volunteer program for library facilities. Supervision is exercised over volunteers.

TYPICAL WORK ACTIVITIES:

- Develops processes to identify opportunities for volunteer recruitment and retention;
- Assesses volunteer capabilities/skills and assigns volunteers accordingly;
- Designs and delivers training programs for volunteers to establish goals, expectations, and provide problem resolution;
- Defines roles and responsibilities of all participants;
- Develops volunteer evaluation criteria, assesses progress, and reports on status of programming;
- Assists with recruitment;
- Provides orientation and coordinates training for volunteers;
- Maintains volunteer records;
- Does related work as required.

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

- Good knowledge of organizational and human resource management;
- Good knowledge of computer programs and software applications;
- Working knowledge of office terminology, procedures, and equipment;
- Good organizational skills;
- Good public speaking and communication skills;
- Ability to recruit, coordinate, and direct volunteers;
- Ability to plan and supervise the work of others;
- Ability to deal calmly and effectively with co-workers, volunteers and the public;
- Ability to work independently;
- Ability to understand and follow oral and written instructions;
- Tact, courtesy, reliability, and good judgment;
- Ability to work with people from diverse backgrounds;

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 and one (1) year of fulltime paid experience recruiting and supervising volunteers and/or organizing large scale events; **OR**
- B) Graduation from a regionally accredited or NYS registered college or university or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree and three (3) years fulltime paid experience recruiting and supervising volunteers and/or organizing large scale events; **OR**
- C) Graduation from high school or possession of a high school equivalency diploma and five (5) years paid fulltime 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.