

VOLUNTEER SERVICES COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS:

This position is responsible for promoting the agency's programs to the general public, potential consumers and related agencies as well as assisting in the recruitment, assignment, monitoring and recognition of program volunteers. The employee also assists in the development and execution of special programs carried out by the agency. The incumbent will be actively involved in the community through his or her work to promote the agency's programs and volunteer participation. Work is performed in accordance with established policies and procedures under the general supervision of a high level employee. Leeway is allowed in carrying out work assignments.

TYPICAL WORK ACTIVITIES:

1. Engages in various public relations activities such as writing news releases and other media materials to publicize agency programs and special events and volunteer opportunities;
2. Produces and edits newsletters brochures and periodicals;
3. Maintains records and provides reports on volunteer services as required by funding sources and to serve as guides for future planning;
4. Plans and manages volunteer recognition activities;
5. Speaks to community groups on volunteer opportunities and agency programs;
6. Develops and maintains record keeping systems;
7. Evaluates developments in the agency for potential public relations value;
8. Maintains ongoing communication with agency staff to coordinate needs of the agency with the development of promotional activities and the management of volunteers;
9. Identifies and evaluates agency needs which can best be served by volunteers;
10. Prepares communication materials and correspondence;
11. Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of agency functions and programs which may utilize volunteer services; good knowledge of the basic principles, practices and techniques of public relations; good knowledge of various community organizations; good knowledge of software packages for word processing and desktop publishing to produce a variety of documents and publications; good knowledge of business English; ability to develop and maintain satisfactory working relationships with a variety of people; ability to develop training programs and to train others; ability to supervise the work of volunteers; ability to communicate effectively, both orally and in writing; organizational ability; initiative; resourcefulness; enthusiasm; tact; courtesy; physical condition commensurate with the demands of the position.

VOLUNTEER SERVICES COORDINATOR (Cont'd)

MINIMUM QUALIFICATIONS:

- EITHER: (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree, which included course work or experience in using word processing and desktop publishing software;
- OR: (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree and one year of full-time paid work experience in social work, community services, human services, communications, planning or a closely related field. Work experience must have included a significant amount of time preparing written communications using word processing and desktop publishing software;
- OR: (C) Graduation from high school or possession of a high school equivalency diploma and three years of full-time paid work experience in social work, community services, human services, communications, planning or a closely related field. Work experience must have included a significant amount of time preparing written communications using word processing and desktop publishing software.

NOTE: Candidates qualifying under (A) must submit written statement listing either course(s) in word processing and desktop publishing software or describing experience using such software. Candidates qualifying under (B) or (C) must describe work experience in detail, including the type and extent of written communications produced and the software packages utilized.

SPECIAL REQUIREMENT:

Possession of a valid driver's license

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Adopted: 9/24/03