

## **LIBRARY VOLUNTEER PROGRAM COORDINATOR**

### **MAJOR FUNCTION**

This is responsible professional work in the development and coordination of the Library Volunteer Program that includes marketing; public relations; outreach; volunteer recruitment, supervision, training and recognition; program reporting; and special projects.

### **ESSENTIAL FUNCTIONS**

- Directs and coordinates the functions of a comprehensive library volunteer program. Develops, implements, communicates, and maintains policy and procedure 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 in branch libraries; 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 Library mission.
- Serves as a resource to Library employees in all areas relating to volunteerism.
- Ensures that the volunteer program goals complement County and library 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 Library.

## **LIBRARY VOLUNTEER PROGRAM COORDINATOR**

- 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 Library 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 library'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 County's library system.

### **SECONDARY FUNCTIONS**

- Reads library shelves to maintain proper order; assists at the reference desk as needed.
- Performs other duties as assigned.

### **CUSTOMER SERVICE**

This is a front-line position for providing 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, electronically, by mail, or by telephone contact.

## **LIBRARY VOLUNTEER PROGRAM COORDINATOR**

### **SUPERVISION**

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

### **EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS**

#### **Education and Experience.**

BA/BS with major coursework in personnel, business, public administration, planning or communications, from an accredited four-year college or university 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, library operations, and public speaking ; or an equivalent combination of education and experience.

#### **Licenses.**

Valid Florida Driver License.

### **JOB SKILLS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required 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

## LIBRARY VOLUNTEER PROGRAM COORDINATOR

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 Library services 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.

**LIBRARY VOLUNTEER PROGRAM COORDINATOR**

- Proficiency in the use of current personal computer technologies, e.g., Internet research, word processors, spreadsheet applications, desktop publishing software, current operating systems, database applications, electronic mail.
- Ability to remain calm in stressful situations.
- Ability to establish procedures and to follow through to assure consistency in program goals.
- Ability to work within a governmental entity and to carry-out assigned duties in full accord with the letter and spirit of policies.
- Ability to work in a multicultural environment, work in a team environment, and work independently.
- 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.

**Machines and Equipment**

This employee will be required to operate a computer, camera, scanner, calculator, telephone, fax machine, copy machine, and other general library, presentation, and office equipment in the completion of the tasks of the position.

**PHYSICAL DEMANDS**

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. Special vision requirements are close, distance, color, and peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will frequently be exposed to fumes or airborne particles. Work is customer service oriented and, as such, involves considerable interaction and communication with the general public, with potential for exposure to communicable disease or inappropriate behavior.

Established: 10/04	Category: 5
Pay Grade: 14	Status: E
Job Description Number: 5060	