

PERSONNEL COMMITTEE

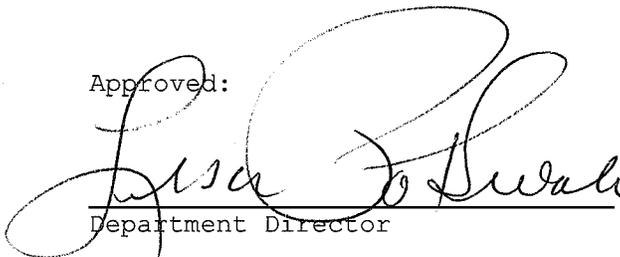
12-0058R

RESOLUTION APPROVING PROPOSED SPECIFICATIONS FOR THE CIVIL SERVICE CLASSIFICATION OF VOLUNTEER COORDINATOR, AND SPECIFYING CONTRACT BENEFITS FOR SAME.

CITY PROPOSAL:

RESOLVED, that the proposed specifications for the new civil service classification of volunteer coordinator, which were approved by the civil service board on January 3, 2012, and which are filed with the city clerk as Public Document No. \_\_\_\_\_, are approved; that said classification shall be subject to the city's collective bargaining agreement with its basic unit employees; and that pay range for said classification shall be Range 131. The proper city officials are authorized to execute and implement an agreement with the union to provide for employing one or more unit members consistent with this resolution.

Approved:



\_\_\_\_\_  
Department Director

Approved for presentation to council:



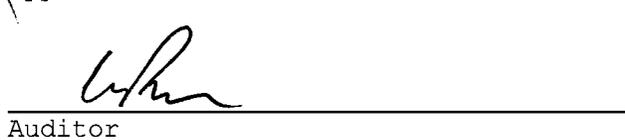
\_\_\_\_\_  
Chief Administrative Officer

Approved as to form:



\_\_\_\_\_  
Attorney

Approved:



\_\_\_\_\_  
Auditor

HR JA:ao 1/23/2012

STATEMENT OF PURPOSE: The volunteer coordinator job description was developed to ensure consistent practices and procedures are followed when utilizing volunteers for special projects throughout the city. Volunteers are essential to city government by allowing the city to provide enhanced services in support of the city's vision. A volunteer program allows citizens to utilize their special skills and interests, and also provides volunteers an opportunity to gain new skills, help solve community issues, explore career options, secure future job references, and develop a greater understanding of city government. The pay range negotiated for the classification is Range 131, \$3,581 to \$4,213 per month.

## **VOLUNTEER COORDINATOR**

**PURPOSE:** To plan, develop, implement and manage City of Duluth volunteer programs.

This classification performs duties of a complex and technical nature to coordinate volunteer programs and activities for the City of Duluth, and provides highly responsible administrative support. Employees in this class are responsible for assessing the effectiveness of volunteer programs, processes and procedures in meeting the City's overall strategic goals, and for developing and implementing changes and improvements as appropriate. Requires a high level of independence and decision-making in carrying out job responsibilities.

### **FUNCTIONAL AREAS:**

1. Develop, implement and evaluate volunteer programs in support of City services.
  - \* A. Develop and implement policies and procedures to ensure effective operation of volunteer programs and processes.
  - \* B. Participate in the development and implementation of program goals, objectives and priorities.
  - \* C. Confer with departments and divisions to evaluate their volunteer needs.
  - \* D. Assess organizational needs on an ongoing basis and modify program in response to changing needs.
  - \* E. Coordinate with departments and divisions to develop volunteer opportunities, duty descriptions and required qualifications.
  - \* F. Develop and revise volunteer program materials, including forms and manuals.
  - \* G. Write and submit grant applications for programs utilizing volunteers.
  - \* H. Assist with the development and administration of the volunteer program budget; monitor expenditures and estimate future funding needs.
  - \* I. Monitor volunteer activity and targeted outcome expectations.
  - \* J. Maintain records and develop statistical and other reports.
  - \* K. Analyze program effectiveness; identify opportunities for improving service delivery methods and procedures, and recommend and implement changes.
2. Coordinate recruitment and public relations efforts.
  - \* A. Develop and implement systems for recruitment, training and placement of volunteers.
  - \* B. Coordinate with media and other resources to recruit volunteers and to create awareness of volunteer programs.
  - \* C. Establish and maintain liaisons with community groups, service clubs, businesses, schools and the public to form effective partnerships.
  - \* D. Provide information regarding volunteer opportunities through presentations and other outreach activities within the community.
3. Coordinate and provide support for volunteers.
  - \* A. Review volunteer applications and match people to opportunities in collaboration with departments.

- \* B. Develop and lead orientation programs for new volunteers.
  - \* C. Develop systems for supervision and evaluation of volunteers.
  - \* D. Develop and implement activities and programs to promote volunteer motivation and retention, including volunteer recognition events.
  - \* E. Monitor and ensure satisfactory and successful volunteer assignments.
  - \* F. Participate with management to resolve complaints and performance issues.
  - \* G. Provide advice and information to volunteers as necessary.
4. Perform related duties.
- \* A. Counsel management to raise awareness of the role and function of volunteers.
  - \* B. Serve on task forces and committees related to volunteerism.
  - \* C. Maintain awareness of the latest trends in volunteerism.
  - \* D. Maintain awareness of laws and regulations applicable to volunteer services.
  - E. Perform related tasks as assigned.

## **JOB REQUIREMENTS**

### **Education & Experience Requirements**

- ❖ A. Bachelor's degree from an accredited institution in Public Administration, Public Relations, Communications, Business Administration or a related field; plus two (2) years of experience coordinating projects, programs and personnel; or a combination of education and experience which includes a minimum of three (3) years successfully managing volunteer programs.

### **License Requirements**

- ❖ A. Possession of a valid Minnesota driver's license or equivalent.

### **Knowledge Requirements**

- ❖ A. Knowledge of the principles and practices of volunteer management.
- ❖ B. Knowledge of the principles and practices of program development and administration.
- ❖ C. Knowledge of the grant application process and of grant writing and reporting principles and techniques.
- ❖ D. Knowledge of local community resources and sources of volunteers.
- ❖ E. Knowledge of laws and regulations applicable to volunteer services.

### **Skill Requirements**

- ❖ A. Skill in organizing and coordinating projects and programs.
- ❖ B. Public relations and marketing skills.
- ❖ C. Skill in communicating effectively, both verbally and in writing.
- ❖ D. Skill in preparing and analyzing statistical reports.

Ability Requirements

- ❖ A. Ability to elicit community and organizational support for volunteer programs.
- ❖ B. Ability to lead, inspire and motivate volunteers.
- ❖ C. Ability to integrate volunteer services with City activities.
- ❖ D. Ability to exercise independent judgment and personal initiative in performing duties.
- ❖ E. Ability to analyze program effectiveness and recommend improvements.
- ❖ F. Ability to identify and respond to sensitive community and organizational issues, concerns and needs.
- ❖ G. Ability to establish and maintain various data collection, record-keeping, tracking and reporting systems.
- ❖ H. Ability to operate a variety of office equipment, including personal computers and standard software applications.

Physical Requirements

- ❖ A. Ability to sit for extended periods of time.
- ❖ B. Fine dexterity to operate computer and other office equipment.
- ❖ C. Visual acuity to see computer screen and printed documents.
- ❖ D. Ability to speak and hear to exchange information.
- ❖ E. Ability to occasionally bend, stoop and reach for supplies, files, etc.
- ❖ F. Ability to occasionally lift and carry presentation materials weighing up to 25 pounds.
- ❖ G. Ability to attend work on a regular basis.

\* Essential functions of the position

❖ Job requirements necessary the first day of employment

Anlst: JA	Class:	Union: Basic	Pay:	CSB: 20120103
CC:	Res:	EEOC:	EEOF:	WC: