

City of San Rafael

Job Class Specification

Job Title: Volunteer Program Assistant

SUMMARY:

The Volunteer Program Assistant is responsible for coordinating many aspects of the City of San Rafael Volunteer Program under the supervision of the Sustainability and Volunteer Program Coordinator. The incumbent organizes and participates in the recruiting, interviewing, selection, training, placement and recognition of volunteers for both City departments and community programs.

CLASSIFICATION CHARACTERISTICS:

This single job class position is designed to assist in the coordination of a city-wide volunteer program and organize volunteer operations in the community.

SUPERVISION RECEIVED AND EXERCISED:

General policy direction is provided by the Sustainability and Volunteer Program Coordinator. The position may supervise volunteers placed in various City departments.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Confers with City department representatives to determine volunteer needs and assists in the development of job descriptions for volunteer positions.
- Recruits, screens, interviews, selects, and trains volunteers for the City's program or assists departments with this process.
- Assists in developing and revising City policies and procedures relating to the Volunteer Program.
- Oversees maintenance of the Concierge desk at City Hall.
- Provides follow-up and continuing support for volunteer placements.
- Monitors the program budget.
- Prepares and places publicity to attract volunteers, including maintaining the Volunteer Program website.
- Plans and implements volunteer recognition activities and events, including preparing and securing publicity notices.
- Provides information and referral services about the Volunteer Program to the general public and City employees.
- Works with neighborhood and community groups to develop and implement volunteer projects in San Rafael.
- Works actively with the community to create partnerships to support City initiatives such as anti-litter campaigns, neighborhood beautification, disaster preparedness, etc.
- Directs and administers community volunteer events.
- Maintains a variety of records, statistics and reports.
- Makes public presentations regarding the Volunteer Program and specific initiatives.
- Performs related duties as required.

KNOWLEDGE OF:

- Program management.
- Methods and techniques used for recruiting. Interviewing techniques.
- Data collection methods.
- Marketing and public relations.

ABILITY TO:

- Supervise volunteers and apply principles of leadership and supervision.
- Establish and maintain effective working relations with those contacted in the course of the work.

- Maintain organized records.
- Use a personal computer and related software.
- Compose memos, letters and reports related to the program.
- Develop action plans and coordinate program objectives.
- Communicate clearly and concisely orally and in writing.
- Work cooperatively with others.
- Analyze problems, identify alternatives and formulate and implement recommendations.
- Initiate and sustain interest of the community to participate in the program.
- Evaluate the skills and abilities of volunteers.
- Work some nights and weekends.

EDUCATION AND EXPERIENCE:

Any combination equivalent to experience and education that would likely provide the required knowledge and abilities. A typical way to obtain the knowledge, skills and abilities would be:

Equivalent to an Associate or Bachelor's degree from an accredited college or university. One year of sustained experience in setting and measuring of objectives, problem resolution, supervision and program liaison with interested parties. Possession of a valid California drivers license and a satisfactory driving record.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general 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 apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY:

Ability to define problems, collect data, establish facts, and draw valid conclusions.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities. While performing the duties of this job, the employee is regularly required to sit, bend, talk and hear. The employee frequently is required to use hands to finger, handle, or feel. The employee is required to stand and walk and to lift or move up to 30 pounds. Specific vision abilities required by this job include close vision and 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee frequently works in indoor conditions. The employee frequently works near video display. The employee is regularly exposed to outside weather conditions. The noise level in the indoor work environment is usually quiet, while the outdoor environment is occasionally loud.

FLSA Status: Non-Exempt
 Approved By: City of San Rafael
 Approved Date: November 2012