

## **ASSISTANT VOLUNTEER ADMINISTRATOR**

### **GENERAL STATEMENT OF DUTIES**

Facilitates office duties necessary to assist with the recruitment, retention, recognition and risk management of the city's volunteer program which has been in existence since 1979 and consists of over 1000 volunteers contributing 40,000 hours annually at a savings of approximately \$750,000.

### **DISTINGUISHING FEATURES OF THE CLASS**

This position requires advanced communication skills, both written and oral. Must be self-motivated, extremely well organized, detail oriented and able to juggle multiple tasks. Projects pleasant and efficient characteristics and works well with others.

### **EXAMPLES OF WORK (Illustrative Only)**


- Schedules volunteer interviews and makes meeting arrangements;
- Schedules volunteers for assignments;
- Assists with the planning and supervision of projects and events including neighborhood cleanups, retreats, educational sessions, recognition and graduation events;
- Assists with set up and tear down, including occasional lifting of up to 30 lbs., for special events coordinated by the Volunteer Office;
- Initiates and tracks volunteer background checks;
- Develops volunteer job descriptions;
- Assists Volunteer Administrator in developing new programs for volunteers;
- Prepares monthly statistics;
- Works with Administrative Systems to coordinate mailings and printed materials;
- Prepares and distributes meeting minutes;
- Maintains computerized system for volunteer data; including mail lists, skills, assignments and hours;
- Writes news releases, letters, reports and articles as necessary;
- Maintains the department's web pages;
- Prepares purchase requisitions and other forms as required;
- Assists in managing and promoting the volunteer program;
- Works with various organizations throughout the community including, but not limited to, the Leadership Academy, Neighborhood Pride Committee and Cities of Service;
- Recruits and schedules Frazee Pavilion ushers;
- Performs other related duties as assigned and assumes some of the duties of the Volunteer Administrator when called upon to do so.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

Related experience, preferably in volunteer management; outstanding organizational skills; excellent customer service; excellent written and oral communication skills; the ability to develop and maintain effective working relationships with volunteers, the general public, employees, city officials and other volunteer-related service agencies; ability to work in a team environment and professional manner, capable of independent judgment; ability to work independently; ability to work a flexible schedule; experience and proficiency in Microsoft Word, Excel, PowerPoint and Access; experience with Volunteer Impact software and WordPress is desirable.

**ACCEPTABLE EXPERIENCE AND TRAINING**

Experience with volunteer organizations preferred; completion of a high school diploma or its equivalent required supplemented with additional related college courses or seminars; previous public relations and volunteer management experience desirable or any equivalent combination of experience and training which provides the required skills, knowledge and abilities.

Approved:  \_\_\_\_\_  
Date: 1/27/17 \_\_\_\_\_