

**COORDINATOR OF VOLUNTEER SERVICES**

**TOMPKINS COUNTY**

**Department** Tompkins County Public Library

**Classification** Competitive

**Labor Grade** 9

**Approved** 4/03

**Revised** 10/02; 01/04; 3/06

**By** AF, Commissioner of Personnel

**DISTINGUISHING FEATURES OF THE CLASS:**

The work is designed to Coordinate, maintain, and manage a program using volunteers to supplement the work of staff for the purpose of enhancing service to the public. Work is performed under the supervision of the Assistant Director. This coordinator is responsible for recruiting screening, placing, and recognizing volunteers. Constant communication with Department Heads and volunteers is maintained to develop the basis for and the evaluation of the volunteer services. The incumbent will perform all related duties as required.

**TYPICAL WORK ACTIVITIES:**

- Recruits, screens, and provides orientation for new volunteers;
- Match volunteers to specific departments and jobs on the basis of interests, abilities, and departmental needs;
- With supervisor's guidance, works with Department Head to establish appropriate supervision, training, and evaluation procedures;
- Maintains schedules, and records;
- Develops and executes methods of recognition for volunteer services. Plans annual volunteer recognition event;
- Works with Friends of the Tompkins County Library RSVP, and other community groups for the purpose of recruitment;
- Works closely with Department Heads and other staff for all aspects of the volunteer program to ensure effectiveness;
- Helps Department heads develop job descriptions for volunteers with their departments;

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## COORDINATOR OF VOLUNTEER SERVICES (CONTINUED)

### KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Ability to recruit volunteers and plan, assign, and coordinate work of volunteers;  
Good written and oral communication skills;  
Ability to understand and explain library goals, policies, and procedures;  
Good knowledge of functions which may profitably utilize volunteer services;  
Ability to initiate programs to assure the optimum use of volunteer services;  
Good interpersonal skills including tact and courtesy;  
Ability to establish and maintain effective working and interpersonal relationships with  
volunteers, and staff;  
Ability to speak in public;  
Ability to maintain records and prepare reports;  
Good organizational skills;  
Knowledge of principles, practices and techniques of interviewing and job replacement;  
Ability to assess and evaluate skills and abilities;  
Physical condition commensurate with the demands of the position.

### MINIMUM QUALIFICATIONS: EITHER:

- (A) Associate degree from a regionally accredited or New York State registered two year college and one year of full time paid (or the equivalent part-time and/or volunteer) experience in a public library or organized volunteer services program; **OR**
- (B) Graduation from high school or possession of a high school equivalency diploma and three years of full time paid (or the equivalent part-time and/or volunteer) experience in a public library or organized volunteer services program; **OR**
- (C) Any combination of training and experience equal to or greater than that in above A and B above.