

Volunteer Single Point of Contact

Duties

- Serve as an on-site knowledgebase for volunteer procedures and policies
- Ensure guidelines and policies are being followed by communicating updates and changes regarding volunteers with Library Volunteer Supers
- Learn and utilize volunteer management software to maintain volunteer check-in and check-out procedures, advertise for needed volunteers
- Oversee timesheet check in training and daily use of volunteer management software with all staff members
- Greet potential volunteers and interview them
- Assist in training, orientation, and placement of volunteers with Library Volunteer Supers
- Make contact with and encourage volunteers as they work at their assigned positions
- Make recommendations for training and learning opportunities for Library Volunteer Supers and volunteers to develop leadership and job skills
- Work with Volunteer Coordinator to address and solve any issues that arise and to ensure smooth operation of volunteer program
- Assist with volunteer special events and recognition
- Assist with assessment of volunteer program effectiveness

Requirements

- Desire to promote volunteerism
- Enthusiastic and energetic style enhanced with a positive attitude
- Ability to effectively match skills and talents offered by volunteers with needs of the library or department
- Ability to establish and maintain effective working relationships with library staff and volunteers
- Ability to encourage and guide both staff and volunteers
- Ability to work with volunteers in an appropriate manner
- Experience working with volunteers preferred
- Excellent verbal and written communication skills
- Responsible and dependable
- Strong leadership skills
- Ability to complete tasks and assignments with minimal oversight or supervision
- Proficient in Microsoft Office, e-mail, internet, and volunteer management software
- Able to attend quarterly volunteer supervisory trainings and yearly OKC Volunteerism Conference

Benefits

- “Above and Beyond” possibility
- Ability to mentor co-workers and staff
- Clear liaison roles between the library staff, volunteers and volunteer services
- Additional training and guidance opportunities

Questions? Contact Heidi at 606-3762 or hport@metrolibrary.org.