



METROPOLITAN LIBRARY SYSTEM

Job Description

Job Title: Volunteer Coordinator
Reports To: Development Director
Division: Administration

Position Code.: 1104-116
Classification: Non-exempt
Date: 03/2024

JOB SUMMARY:

Under administrative direction, develops and administers the Metropolitan Library System's volunteer program and supports the Friends of the Library's volunteer program to include recruiting, training, and recognizing/rewarding volunteers for both programs; develops and implements methods to sustain volunteer participation; maintains volunteer records and performs related work as required.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)

- Develops a comprehensive volunteer policy and procedure manual, updating as needed.
- Works with Human Resources to perform background checks on all volunteers working within the Library System.
- Serves as the staff liaison for the Friends of the Library and its committees and special groups creating a pipeline for volunteers.
- Recruits individuals and corporations for volunteer assistance for both daily tasks and special events within the library; ensures interviews, proper screening, and training has occurred prior to placement in appropriate library or area of service.
- Annually assesses and manages the library volunteer development plan, plans volunteer opportunities to meet specified needs, and supports the staff supervising volunteers.
- Provides recommendations to the Development Director for the volunteer services portion of the Development and Volunteer Services Department budget. Monitors expenditures, maintains inventory control over supplies and equipment purchases for volunteer services.
- Establishes an annual training calendar, providing training opportunities throughout the year for staff supervising volunteers.
- Collaborates with and assists library staff responsible for overseeing volunteers to ensure they are successful in how to best communicate with, train, supervise, and recognize volunteers by providing ongoing training and support.
- Assists the book sale committee by suggesting and recruiting individuals and corporations in the community for the annual Friends of the Library Book Sale.
- Collaborates with the Friends of the Library to define a sustainable volunteer model for annual book sale.
- Develops and implements both informal and formal volunteer recognition activities.
- Collaborates with the Development Coordinator to upload information from the volunteer management system into the Raiser's Edge database.
- Supervises, monitors, and motivates Development and Volunteer Services Department volunteers in accordance with current MLS policies and procedures and applicable laws including training in job skills, planning, assigning, and directing the volunteer's work.
- Resolves problems and interacts with customers, library staff, and volunteers in person, via email, and over the telephone; serves as liaison by providing ongoing guidance and informational support to both volunteers and staff as necessary. Responsible for performing the dismissal of volunteers, if needed.
- Represents the library system at community and governmental organization events to provide positive public relations and share information relating to volunteer opportunities with the library.
- Utilizes public media forums as well as other methods available, to recruit volunteers and provide information of upcoming volunteer opportunities.
- Develops public relations materials as needed for all volunteer services activities, partnering with the Marketing and Communications Department to ensure all marketing materials are prepared.
- Manages and writes the updates for the Development and Volunteer Services section of the MLS website, consulting with the library webmaster for design and implementation. Writes and designs special articles as requested.
- Through professional literature, participation in professional association, and continuing education, identifies and analyzes current trends and related developments in volunteer development and provides information and recommendations to the Development Director.
- Receives, documents, and analyzes volunteer participation in each department and branch of the library system, updates and maintains accurate volunteer database and historical volunteer files and prepares statistical data regarding volunteer hours.
- Maintains confidentiality of all volunteer records and information in accordance with applicable laws and procedures. Also ensures that all volunteers are in compliance with applicable library system policies and procedures.

- Ensures a marketing plan is in place for the Volunteer Services program which contributes to the long term strategic vision of the program that includes the staff volunteer program and its related activities.
- Participates in various library committees providing insight and input as needed regarding volunteers and the Volunteer Services office; represents the Development Director as required.
- Speaks effectively before groups of employees and/or the public.
- Composes confidential and specialized letters, memos, charts, reports, or other types of documents and correspondence to support the work of the Development and Volunteer Services Department (including but not limited to agendas, support documents, and minutes).
- Travels to various locations to successfully perform these functions.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library members' records, and the Code of Professional Ethics.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- Ability to operate computers, basic office and audio/visual equipment.
- Vehicle

MINIMUM QUALIFICATIONS REQUIRED:

- Bachelor's degree from an accredited four-year college or university in a related field; and,
- Two to three years of progressively responsible related experience in a non-profit organization.
- Excellent oral and written communications skills; feeling comfortable giving rehearsed as well as extemporaneous speeches, participating on panel discussion, and making presentations.

Licenses and Certifications:

- None.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Policies, procedures, and due diligence regarding volunteers to prevent dangerous or prosecutable situations.
- Advanced knowledge of Microsoft Office.
- Office administrative and secretarial practices and procedures.
- Basic budgetary principles and practices
- Basic knowledge of library organization, policies, procedures, and equipment.
- All computer applications and hardware related to performance of the essential functions of the job.

Skill in:

- Using Samaritan's volunteer software or similar volunteer software.
- Utilizing Blackbaud's Raisers Edge database or similar program.
- Using tact, discretion, initiative, and independent judgment within established guidelines.
- Analyzing and resolving office administrative situations and problems.
- Researching, compiling, and summarizing a variety of informational and statistical data and materials.
- Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.
- Proofreading copy.
- Interpersonal relations at an advanced level necessary to effectively interact with internal staff, citizens and other departmental staff in order to give and extricate information in a courteous and friendly manner.
- Communicating clearly and effectively, both orally and written.
- Applying active listening techniques.
- Planning, organizing, assigning, directing, reviewing, and rewarding volunteers throughout the library.

Mental and Physical Abilities:

- Ability to interact diverse audiences effectively.
- Ability to read, analyze, and interpret professional periodicals and journals, technical procedures, and government regulations.
- Ability to concentrate and pay close attention to detail with constant breaks in concentration associated with answering phones or speaking in person to customers requiring assistance.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.

- While performing the essential functions of this job the employee is frequently required to sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, and speak and hear.
- While performing the essential functions of this job the employee is occasionally required to stand, walk, and lift and/or move up to 50 pounds.

WORK ENVIRONMENT:

- Occasional evening or weekend work required.
- Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt and the like.
- This position is eligible for Core and Emergency telework.

SUMMARY STATEMENT:

This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.