

## Job Description

**Job Title:** Volunteer Coordinator II

**Job Code:** 900651

**Job Family:** Administration

**Pay Grade:** JC.15.15

**FLSA:** Exempt

**EEO:** Office-Clerical

**Department/Agency:** Countywide

**Position Number(s):** Multiple

**Recommended Position Title(s):** Volunteer Coordinator II

### The following Core Competencies apply to everyone and are essential to all County jobs:

- Accountability – Follows-up on and meets commitments, takes ownership for work, and possesses a strong ability to stay focused on individual, department, and County results.
- Communication – Clearly and effectively expresses ideas and thoughts (verbally and in writing); listens actively.
- Customer Focus & Public Relations – Builds positive internal and external customer relationships; is committed to customer satisfaction; assumes responsibility for solving customer problems and ensures commitments to customers are met.
- Initiative – Independently acts to resolve problems and provide solutions; seeks out new responsibilities; generates new ideas; practices self-development.
- Safety – Understands and supports safety standards as required by the job; keeps the workplace clean and safe.
- Teamwork – Encourages and facilitates cooperation, pride, and trust among the team; fosters commitment and team spirit; works cooperatively with others to achieve overall goals.

### The following Leadership Competencies apply to supervisors, managers, and executives based on designated responsibilities:

- People Management – Clearly defines subordinate roles and responsibilities; motivates employees to perform and delegates work effectively; applies consistent performance standards and handles performance problems decisively and objectively; leads by example.
- Operations Management – Directs and guides operations in alignment with the County's and department's overall goals and objectives; ensures the execution of efficient processes to maximize the County's and department's resources; utilizes operational knowledge to make sound decisions.
- Strategic Leadership – Determines the strategic direction of the team or department in alignment with overall county goals; effectively communicates strategies internally and externally; creates a culture to support strategies and provides mechanisms to implement them; fosters buy-in and enthusiasm with employees.

### Essential Duties:

- Collaborates with the department/agency to work out ways of achieving overall improvement and development of volunteer programs, including developing and conducting a program that will enable recruitment, training, and retention of volunteers continually.
- Sets goals and objectives for the volunteer program and supervises and monitors its progress; carries out screening, recruitment, assessment, and corrective feedback and coaching with volunteers to ensure they attain the maximum standards their role require, including emotional maturity, flexibility, personal integrity, sensitivity, and the responsibility needs for their assignment.
- Conducts and supervises orientation and training sessions for volunteers; reviews volunteers' educational needs and carries out necessary programs to improve skills; assigns duties in meeting program needs to volunteers based on their skills and interest.
- Documents and tracks relevant volunteer program records, including statistical information; identifies and records volunteer hours; creates present and correct volunteer cost-savings.
- Creates community awareness for volunteerism through public speaking engagements, community and networking events; disseminates information for upcoming actions and events; ensures sufficient recruitment of volunteers to be able to implement an organization's strategic plan and achieve its goals.

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## **Supervisory Responsibilities:**

- Yes  No This position is also responsible for the supervision and leadership of employees, which includes making employment-related decisions and/or recommendations, and formally evaluating performance.

*Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments and work location may be changed at any time, as required by business necessity.*

## **Minimum Job Requirements:**

Associate's degree in Human Services or related field. Three (3) years experience in the coordination and scheduling of people or events, to include organizational, administrative, and public speaking skills. One (1) year leading, directing, supervising or coordinating the work of others.

*Johnson County Government requires reference/background screening for all positions. Specified criteria may vary by Department/Agency.*

## **Preferred Job Requirements:**

Certification in Volunteer Administration (CVA) is preferred.

## **Education/Experience Substitutions:**

- Yes  No Experience may be substituted for degree.
- Yes  No Education may be substituted for experience.

## **Physical, Environmental, and Special Working Conditions:**

Ability to communicate with people from diverse backgrounds and experiences.