

City of Fort Worth, Texas

Job Description

Classification Title	Volunteer Services Coordinator		
Job Code:	PR5780	Job Family:	Professional
Pay Grade	610	Date Reviewed:	1/16/2020
FLSA Status	Exempt	Date Revised:	8/8/2022

GENERAL SUMMARY

Under general supervision, coordinates, monitors and promotes volunteer program engagement citywide. Provides administrative support, communication and outreach services to department volunteer coordinators. Maintains city's volunteer programs, databases, and volunteer recognition programs. Ensures citywide volunteer programs, policies, and processes are effective.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Develops city volunteer programs, policies and processes. Provides support to department volunteer coordinators and promotes volunteer engagement citywide.
2. Coordinates volunteer opportunities for service within city departments including answering phones, emails and meeting with potential volunteers.
3. Updates and processes volunteers through the volunteer management system and background screening process. Provides volunteer management software training and administrative support to departments, as needed.
4. Creates, develops, and provides training and presentations to volunteers, city staff, and general public to promote volunteer engagement. Creates and develops communication to promote volunteer opportunities and engagement.
5. Creates, develops and maintains volunteer recognition programs. Organizes recognition events and other volunteer related activities.
6. Attends community meetings and special events. Develops relationships and partnerships with residents and community organizations.
7. Monitors, analyzes performance, marketing and outreach of volunteer programs. Provides volunteer program reports for management review.
8. Performs other related duties as required.
9. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Basic operations, services and activities of neighborhood associations, alliances, public meetings and special event coordination.
 - Principles and practices of community organizations and public relations.
 - Principles and practices of training and program evaluation.
 - Principles and practices related to community engagement.
 - Principles of internal and external communication.
 - Modern office equipment including computers and related software.
 - Pertinent Federal, State and local laws, codes and safety regulations.
 - Principles of effective, quality customer service.
- **Skill in:**
 - Organization and time management.
 - Facilitation.
 - Project management.
 - Customer service.
 - Interpersonal relations.
 - Research.
 - Critical thinking.
 - Problem solving.
 - Developing educational resources and materials.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Work independently and in groups on time-sensitive projects.
 - Communicate clearly and effectively, both orally and in writing with all ages and groups.
 - Elicit community and organizational support for programs.
 - Promote program by implementing and designing marketing and promotional items.
 - Collaborate with various agencies and organizations.
 - Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of organizational goals.
 - Ability to learn new computer software.
 - Manage multiple projects.
 - Interpret and explain City policies and procedures.
 - Attend community meetings and special events.
 - Write, edit and produce various forms of informational materials.
 - Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

Bachelor's degree from an accredited college or university with major course work in Business Administration, Education, Public Administration, or a related field and two years of increasingly responsible experience working with volunteers, volunteer programs, volunteer organizations or other related experience.

OTHER REQUIREMENTS

Possession of a valid Texas driver's license.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking, repetitive motions, climbing, balancing, pushing, pulling and lifting.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Medium work – Depending on assignment, positions in this class typically exert up to 50 pounds of force occasionally, up to 20 pounds of force frequently, and/or up to 20 pounds of force constantly having to move objects.