Volunteer Services Coordinator

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
VOLUNTEER SERVICES COORDINATOR I	5232	B13	$35,439 - $52,388
VOLUNTEER SERVICES COORDINATOR II	5233	B15	$38,976 - $58,045
VOLUNTEER SERVICES COORDINATOR III	5234	B17	$42,976 - $64,469
VOLUNTEER SERVICES COORDINATOR IV	5235	B19	$48,244 - $76,028

GENERAL DESCRIPTION

Performs volunteer services work involving organizing, assessing, and promoting volunteer services programs.

EXAMPLES OF WORK PERFORMED

Organizes and assesses volunteer programs.

Conducts a community relations program through radio, television, print media, and personal speaking engagements.

Prepares educational and training materials and programs.

Matches clients' needs with volunteers' skills.

Monitors volunteers' performance and effectiveness.

Processes staff requests for donated items, funds, and services.

May assist with fundraising efforts.

Performs related work as assigned.

DESCRIPTION OF LEVELS

Examples of work and descriptions are meant to progress through the levels. For example, an employee at level IV may also perform work listed within the previous levels.

***Note**: Factors that may distinguish between the journey levels include the degree of independence in performing the work; the complexity of the work; the scope of responsibility; and the employee's related experience, education, and certifications. Employees at the journey levels may independently perform the full range of work identified within the current or previous levels and may assist others in performing work of greater complexity.*

VOLUNTEER SERVICES COORDINATOR I: Performs routine (journey-level) volunteer services work. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may rely on direction from others to solve problems that are not standard and occasionally assist other staff in performing work of greater complexity.

VOLUNTEER SERVICES COORDINATOR II: Performs complex (journey-level) volunteer services work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may:

- Design and maintain volunteer instruction manuals, contribution forms, and other records.
- Prepare monthly and annual reports on volunteer services and programs.

Note: *A senior-level employee (levels III- IV) may serve in a lead or supervisor role. Senior-level employees may perform the full range of work identified in the levels preceding their own and/or may oversee or coordinate that work for others. Factors that may distinguish between senior levels include the scope of responsibility and oversight; the nature, complexity, and impact of the work performed; and the employee's related experience, education, and certifications.*

VOLUNTEER SERVICES COORDINATOR III: Performs advanced (senior-level) volunteer services work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Provide technical assistance and guidance in the development of volunteer services.
- Solicit contributions and ensure that contributions and donations are properly acknowledged.

VOLUNTEER SERVICES COORDINATOR IV: Performs highly advanced (senior-level) volunteer services work. Works under minimal supervision, with extensive latitude for use of initiative and independent judgment. Employees at this level may:

- Develop and revise policies and procedures for the volunteer services program.
- Analyze reports on volunteer services and programs and recommend improvements.
- Prepare budgets and monitor expenditures for volunteer programs and services.
- Work with local, state, and national groups involved in volunteer services.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Agencies have the discretion to identify the general or specialized experience, education, or certifications required for positions and may tailor qualification requirements to specifically meet the agency's business needs. Agencies may substitute experience, education, military service, apprenticeships, and relevant credentials for one another, if appropriate and allowed by statute.

KNOWLEDGE, SKILLS, AND ABILITIES

For all levels

- Knowledge of community organizations and administration.
- Skill in dealing with the general public, in establishing and maintaining effective working relationships with the public and community organizations, and in the use of a computer and applicable software.
- Ability to plan, organize, and promote volunteer programs; to provide in-service training; to identify resources conducive to volunteer programs; to communicate effectively; and to provide guidance to others.

Additional for Volunteer Services Coordinator III – IV levels

- Ability to develop and coordinate volunteer programs; to develop in-service training; to explain policies and procedures; and to supervise the work of others.

Additional for Volunteer Services Coordinator IV level

- Knowledge of the practices and principles of marketing programs.
- Ability to oversee and evaluate volunteer programs.