

## METRO Classification Description

**Title:** Volunteer Coordinator II  
**Job Code:** 0065  
**Pay Range:** 16  
**FLSA Status:** Exempt - Administrative

**Bargaining Unit:** AFSCME 3580  
**Established:** July 2001  
**Revised:** 2007

### **Classification Summary:**

Plan, organize and lead Metro volunteer projects and programs. Act as a point of contact and work cooperatively with partner agencies and organizations related to volunteer involvement.

### **Supervision Received:**

Supervision is received from department supervisory personnel.

### **Supervision Exercised:**

May provide lead direction over Volunteer Coordinator I, other staff, volunteers, interns, temporary workers and various community groups.

### **Distinguishing Features:**

The Volunteer Coordinator II is the second level of a two-level classification series. Employees in this classification work independently, directing overall volunteer strategy and interpreting policy and policy direction.

### **Essential Functions:**

An employee in this classification may perform any of the following duties. However, these examples do not include all the specific tasks that an employee in this classification may be expected to perform.

1. Identifies, manages and develops a volunteer program that includes defining the activities of volunteers.
2. Develops a strategy to attract and retain volunteers for the volunteer program, including identifying volunteer groups from the general public.
3. Performs leadership role to plan, organize and coordinate special events and campaigns to recruit volunteers. Schedules and coordinates work days and special projects.
4. Develops a volunteer program structure and volunteer opportunities. Develops new methods of promoting Metro projects and programs, soliciting support from volunteers and community groups and volunteer retention and recognition strategies.
5. Develops various volunteer forms, manuals, applications, orientation materials, agendas and related documents for use in identifying and recruiting and training volunteers.
6. Seeks funding or in-kind support for volunteer programs and activities. Assists in determining use of funds and grants received.

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7. Recruits, trains, schedules and oversees the position of Volunteer Coordinator I, temporary employees, volunteers and interns.
8. Develops training programs for volunteers.
9. Develops a recognition plan for volunteers; coordinates recognition events.
10. Develops an evaluation plan for volunteers and the projects, events or programs in which they participate.
11. Coordinates with other Metro departments or organizations to produce press releases, radio and television spots, community news articles and web pages.
12. Maintains and updates volunteer database used to recruit, train, recognize and report volunteer hours and projects. Provides summary reports to management.
13. Maintain tools, safety equipment, storage room and educational materials used in conjunction with volunteer programs.
14. Participates in identifying new projects.
15. Acts as resource for community volunteer programs.

**Secondary Functions:**

1. Performs other related duties as assigned.

**Job Specifications:**

Bachelor's degree in communications, public relations, Human Resources, or related field and three years of experience in volunteer coordination involvement; or any combination of experience and education which provides the applicant with the desired skills, knowledge and ability required to perform the job.

**Knowledge, Skills and Abilities:**

1. Ability to develop, organize and coordinate a volunteer program, including program objectives and procedures
2. Ability to lead programs, demonstrating initiative, creativity, organization, motivation, and follow through
3. Excellent written and oral communication skills and strong presentation skills
4. Extensive knowledge of public relations principles and practices
5. Ability to recruit, train and oversee the work of volunteers, interns and community groups
6. Knowledge of supervisory principles and practices
7. Knowledge of budgeting principles and practices
8. Skill in record keeping and the use of computers and software related to project and database management
9. Ability to interact effectively and professionally with representatives of various community groups and senior Metro staff
10. Knowledge of and ability to communicate program goals and objectives
11. Ability to develop new methods of promoting Metro projects and programs to public and private organizations

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**Working Conditions:**

This position requires the ability to perform those activities necessary to complete the essential functions of the job, either with or without reasonable accommodation. Position may require frequent or continuous talking, repetitive motions of the hands/wrists, walking, standing, reaching, sitting and good general hearing. May also require occasional feeling, bending, kneeling, grasping, stooping, and the ability to push and/or pull up to 40 pounds or lift and/or carry up to 30 pounds. Duties may be performed outdoors, exposing incumbent to inclement weather.