



## City of Lake Oswego, Oregon

### Job Description

## VOLUNTEER COORDINATOR

**FLSA Status: Non-exempt**  
**Union Representation: LOMEA**

**Salary Grade: 164**  
**Job Code: 2022**

### Summary

The Volunteer Coordinator acts as a focal point for the Lake Oswego Public Library Volunteer Program and Lake Oswego Reads. The incumbent evaluates program needs, and develops and administers plans to meet these needs, including program promotion, marketing, recruitment, training, and monitoring of volunteers, and related activities.

### Essential Duties and Responsibilities

*The list of duties is a representative sample of the work appropriate to this class and does not include all the duties that may be assigned to a particular position. The incumbent may perform a combination of some or all of the following duties:*

1. Acts as a focal point for the Library's volunteer program and Adult Library programs, events and outreach, including the annual Lake Oswego reads program.
2. Identifies where volunteers are needed: recruits, interviews and places volunteers in appropriate assignments; provides initial orientation, and facilitates attendance at training sessions by encouraging attendance and handling schedules.
3. Meets with volunteers and supervisors to review work, resolve complaints and promote cooperation.
4. Develops and administers program policies and procedures; prepares, maintains, and evaluates program reports and statistics, and monitors program effectiveness. Recommends strategies for improvement.
5. Prepares grant applications and administers grants. Develops and administers fund-raising activities and memorials.
6. Promotes and markets Library's programs and services. Coordinates, prepares, and presents program information to a variety of audiences through various media.
7. Designs, plans and coordinates recognition events, including annual volunteer recognition event.
8. Performs other duties of a similar nature or level.

### Minimum Qualifications

#### Knowledge of:

- Practices and principles of effective volunteer recruitment techniques.
- Program management principles and practices.
- Motivation and supervision of volunteers.
- Alternative funding sources.

- Practices and principles of public relations, public/business administration practices and decision-making.
- Strategic planning methods with an emphasis on services related to volunteer programs and fund raising.
- Public purchasing and contracting laws and regulations.
- Personal computers and related software applications.

### **Skills and Abilities to:**

- Conceptual analysis and policy/program development and implementation.
- Manage and/or participate on a team and in a team environment, including the ability to develop a team approach to producing high quality results.
- Demonstrate leadership behavior to employees, volunteers, contractors, public officials, other agencies, customers, and the general public.
- Establish and maintain effective working relationships with employees, contractors, other agencies, public officials, and the general public.
- Apply excellent internal and external customer service skills.
- Communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials, and the general public.
- Make presentations and develop reports that may include technical information.
- Develop consensus.
- Facilitate group processes.
- Provide good customer service.
- Comply with safety requirements of the position and actively promote safe work practices.
- Communicate effectively with coworkers, management, elected officials and the general public, and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.

### **Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation with a Bachelor's degree and two year related experience, or an equivalent combination of training and experience sufficient to successfully perform the essential duties of the job such as those listed above. Certification in Volunteer Administration is highly desired.

### **Licensing and Other Requirements:**

Some positions in this classification may be required to possess a valid driver's license and ability to meet the City's driving standards.

May be required to work some evenings and weekend. Duties will occasionally involve dealing with distraught or difficult individuals; attending meetings or activities outside normal working hours; occasional response to emergency conditions during off-hours; occasional operation of a motor vehicle on public roads.

### **Physical and Mental Demands**

Frequent repetitive motions including, but are not limited to, hand, wrist and finger movements; daily walking, reaching, standing, talking, hearing and seeing. Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

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**Department Director**

**Date**

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**Human Resources Director**

**Date**

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**Employee**

**Date**

*This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*