



## **VOLUNTEER PROGRAM MANAGER**

**FLSA: Exempt**

Grade 26 \$48,538.32 – \$77,661.31

### **GENERAL DEFINITION**

Under the general direction of the Parks and Leisure Services Director, this position is responsible for developing and coordinating comprehensive community involvement programs and activities including recruiting and training volunteers for City departments, City functions, and special events. The objective is to promote collaboration of citizens with government personnel to improve community relations and build a productive partnership.

### **ESSENTIAL JOB DUTIES**

The list of duties and functions, as outlined herein, is intended to be representative of the type of tasks performed within this classification. They are not listed in any order of importance. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Develops, coordinates, and implements various programs for effective volunteer services and opportunities.
- Identifies and recruits volunteers for various City operations, functions, and special events.
- Interviews volunteer applicants for program placement and submit referrals to department personnel.
- Collaborates with City staff to determine volunteer staffing needs and coordinates volunteer services and activities.
- Acts as liaison with community organization and the public regarding recruitment/placement and other volunteer matters.
- Develops, coordinates, and administers recognition events and ceremonies to acknowledge the accomplishments of the volunteers.
- Develops policies, procedures, and priorities to meet established goals.
- Develops and maintains volunteer forms, procedures, and record-keeping.
- Conducts research and surveys to assess volunteer programs of other municipalities and agencies; gathers information and prepares reports as necessary.
- Ensures that appropriate background checks are done for volunteers in keeping with City guidelines.

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- Ensure that a description of the work to be performed is clearly outlined before assigning volunteers.
- Coordinates with Human Resources to ensure that volunteers receive a proper orientation. Requires regular attendance to scheduled work hours.

### **KNOWLEDGE, SKILLS & ABILITIES**

- Ability to communicate effectively both orally and in writing.
- Ability to effectively work with officials, department heads, employees, volunteers, community organizations/leaders, and the public.
- Ability to plan, train, supervise, and evaluate the work of others.
- Ability to research, investigate, and recommend solutions.
- Skills in the use and application of current automated standard office technologies and applications, e.g., personal computers, word processors, spreadsheet applications.
- Knowledge of computer technology including Word Processing and Spreadsheets.
- Excellent time management, planning, and organizational skills.
- Must be able to tolerate outdoors or extended periods of time in high heat and humidity during special events.

### **MINIMUM ACCEPTABLE EDUCATION, TRAINING & EXPERIENCE**

- Associates degree with three years' experience in either recreation, volunteer management, event planning, or public relations.

### **PREFERRED:**

- Bachelor's degree with (5) five year's experience.

### **PHYSICAL REQUIREMENTS**

The City of Oakland Park is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), the City of Oakland Park will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The physical

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demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of lightweight (5-15 pounds). Tasks may involve extended periods of time at a keyboard or workstation. Work is performed in usual office conditions with rare exposure to disagreeable environmental factors. Some tasks require visual abilities. Some tasks require oral communication ability.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the abilities and aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat of significant risk to the health or safety of themselves or other employees. Requirements are representative of the minimum levels of knowledge, skills, and ability.

I \_\_\_\_\_ have read and acknowledge receipt of the job classification.

\_\_\_\_\_  
Employee signature

\_\_\_\_\_  
Date