

STAFF ASSISTANT (VOLUNTEER SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under supervision, an incumbent of this class assists and provides support in recruiting, training, scheduling and supervision of volunteers to supplement and enhance services provided by an agency. This may involve a good deal of public contact, since the success of a volunteer program is dependent on the ability of the incumbent to attract members of the community willing to commit their services to the agency and to promote support and understanding of its programs with the public. Cooperative working relationships must also be established with paid agency staff to ensure the most effective use of the volunteers and to assist in problem solving. Supervision is exercised over a large number of volunteer workers. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Promotes the need for volunteer service and recruits participation in agency services through the media, contacts with enrolled volunteers, and other sources;

Receives phone calls and personal visits from candidates interested in volunteer service;

Interviews candidates to ascertain their aptitude and qualifications and matches them with volunteer vacancies to ensure the best utilization of their services;

Confers with agency staff as to types of assignments in which volunteers may be utilized to their full advantage;

Assigns volunteers and schedules their hours of service;

Conducts formal orientation for all volunteers;

Conducts tours and workshops for volunteers;

Regularly observes volunteers at work and evaluates the effectiveness of their performance;

Maintains records of work performed by volunteers including evaluations;

Attends meetings and conferences as required;

Performs related administrative support duties to ensure the effective operation of the program;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Knowledge of interviewing techniques; familiarity with community civic agencies and volunteer activities; ability to plan and coordinate the work of others; ability to communicate effectively, both orally and in writing; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; initiative; tact; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: An Associates Degree* or satisfactory completion of 60 credits* and three years of supervisory, administrative support, training coordination, teaching or instructional support experience.

SUBSTITUTION: Satisfactory completion of 30 credits toward a Bachelor's Degree* may be substituted on a year for year basis for up to 2 years of the above stated experience. Verifiable volunteer work experience in a pertinent field may be substituted on a year for year basis for up to 2 years of the above stated experience. Candidates must possess at least one year of the above stated experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.