

STAFF ASSISTANT (EMERGENCY VOLUNTEER SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under supervision, an incumbent of this class assists and provides support for recruiting, training, scheduling and supervision of volunteers to supplement and enhance services provided by the Department of Emergency Services. Incumbent also assists with community emergency preparedness education and related work in support of advancing emergency preparedness for the general public. Work involves public contact as the success of the emergency services 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 staff in all areas of the department to ensure the most effective use of the volunteers and to assist in problem solving. Oversight is exercised over a large number of volunteer workers, including during times of emergency operations. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

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

Receives and responds to written, phone and in-person communication from volunteers, community organizations and federal and state volunteer agencies;

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

Conducts formal orientations, tours and workshops for volunteers;

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 and coordinates volunteer support to County emergency operations via the Emergency Operations Center;

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 and serves as liaison on behalf of the department to volunteer organizations;

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;

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Knowledge of interviewing techniques; familiarity with community civic agencies and volunteer activities within the field of Emergency Services; 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; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential functions of the position; initiative; tact; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school diploma and five years of experience where the primary function of the position was volunteer programs coordination, training coordination, teaching, or instructional support experience, one year of which must have included working with VOAD (Volunteer Organizations Active in Disaster) or similar relief organizations.

SUBSTITUTION: Satisfactory completion of 30 credits* towards a Bachelor's Degree* may be substituted on a year for year basis for four years of the above stated experience; however candidates must possess the one year of the specialized experience working with VOAD or similar relief organizations.

NOTE: Experience gained as a volunteer must be equivalent to a 35 hour a week, full-time position.

*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.