

## SUPERVISOR OF VOLUNTEERS (WCC)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position supervises volunteer service programs at Westchester Community College and is responsible for recruiting, training, scheduling, and supervising volunteers to supplement and enhance services provided to students by faculty and staff within established limits and guidelines. This involves extensive public contact, since the success of the program is dependent on the ability of incumbents to attract members of the general community and the business community to commit their time and services to the college, and promote support and understanding of its programs with the public. Close cooperative working relations must also be established with the voluntary Board of Directors of the Westchester Community College Foundation, the college's Board of Trustees, college faculty, and administrators to ensure the most effective use of volunteers and to assist in the resolution of problems. Supervision is exercised over a large number of volunteer workers. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Establishes comprehensive annual programmatic volunteer service plans in keeping with the annual goals and objectives of the WCC Foundation and the college;

Promotes the need for volunteer services and enlists participation from college services and programs through the media, women's clubs, church groups, business contacts and contacts with enrolled volunteers;

Screens and interviews interested volunteer candidates to ascertain their aptitude and qualifications and assigns them to service areas to ensure the optimal utilization of their talents and strengths with regard to volunteer services;

Conducts volunteer orientation and training activities by defining programmatic and service goals and ensuring that volunteers perform work in accordance with established policies and procedures;

Consults with college administrators and faculty to identify assignments that can be performed by volunteers by utilizing their talents and expertise;

Assigns volunteers to various programs and/or services and schedules their hours of service by identifying college and/or administrative and staff needs;

Conducts tours and workshops for volunteers to acquaint them with the variety of volunteer services, including for example, the Native Plant Center Garden;

Directs the selection of speakers/instructors as well as the development and implementation of annual symposiums and workshops;

Observes volunteers and evaluates their performance with the faculty or staff supervising work area and determines the overall effectiveness of volunteers within specific areas;

Maintains regular reports on the status of the volunteer program, and writes an annual performance report;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Maintains records of work performed by volunteers, including individual evaluations;

Keeps track of program/service budgets to maintain operations;

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

Visits various volunteer programs and establishes contact with related community groups;

Writes and edits a semi-annual volunteer newsletter;

Develops educational and publicity materials;

Arranges the President's Annual Volunteer luncheon;

Attends meeting, conferences and seminars as required;

Uses computer applications or other automated system such as spreadsheets, word processing, calendar, email and database software in performing work assignments;

May perform incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of interviewing techniques, methods of placement and training; knowledge of the internal organization of the a college or similar non-profit organization; familiarity with community civic agencies and volunteer activities; familiarity with administrative planning and supervisory techniques; ability to work with and supervise others; ability to effectively use computer applications such as spreadsheets, word processing, calendar, email 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 or equivalency diploma and either: (a) a Bachelor's Degree\* and three years of experience in a college, non-profit organization or in a corporate community service agency/program, one year of which must have been in a supervisory capacity; or (b) a Master's Degree\* and two years of experience as defined in (a), including the one year of supervisory experience; or (c) a satisfactory equivalent combination of training and experience as defined by the limits of (a) and (b).

SUBSTITUTION: Verifiable volunteer work experience in a pertinent field may be substituted on a year for year basis for the required 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.