

SUPERVISOR OF VOLUNTEERS - INFO CENTER

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class coordinates the activities of a number of volunteers to supplement or enhance departmental operations. Responsibilities include recruitment, training, scheduling and supervising volunteers in the performance of assigned special functions. This class is distinguished from Supervisor of Volunteers in that service areas are considerably smaller and programs are not as broadly based. Supervision is exercised over a number of volunteers; does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Participates in the development and implementation of a volunteer program by aiding in the establishment of program objectives, policies and procedures;

Participates in the identification of program needs which can best be served by volunteers;

Recruits volunteers by advertising service needs in the newspapers and through local volunteer agencies;

Interviews and screens candidates to ascertain how their skills can best be utilized;

Coordinates, schedules and supervises volunteer activities to efficiently perform project assignments;

Conducts formal orientation for all volunteers;

Maintains records of work performed by volunteers to demonstrate program effectiveness;

Maintains records and prepares reports as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of available community resources from which to recruit volunteers; good knowledge of interviewing, recruitment and placement techniques; knowledge of office procedures and record keeping; ability to plan, coordinate and supervise the work of others; ability to establish effective working relationships with volunteers and community groups; ability to communicate effectively, both orally and in writing; tact; resourcefulness; initiative; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school diploma or equivalency and four years of paid or verified volunteer general office experience.

SUBSTITUTIONS: College level coursework* may be substituted at the rate of 30 credits for each year of the above required experience.

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