



Midpeninsula Regional Open Space District

VOLUNTEER PROGRAM MANAGER

CLASS DEFINITION

Under general direction, oversees and administers the District's volunteer programs including supervision, recruitment, training, and volunteer recognition; supervises program staff in the coordination of various District volunteer program elements including trail construction and maintenance, trail patrol, community outreach, special projects, and conservation easement; develops and manages multiple stewardship partnerships with local volunteer based nonprofit groups. Develops sustainable and diverse recruitment methods, program database systems and electronic forms, and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Visitor Services Manager. Exercises general supervision over volunteer program staff. May also provide technical and functional direction to lower-level staff and interns.

CLASS CHARACTERISTICS

This is a single-position classification that oversees and administers the District's volunteer programs. Responsibilities include supervising and training volunteer program staff, developing and maintaining stewardship partnerships, working with staff in other departments to identify opportunities for volunteer support and to develop volunteer program parameters; recruiting and training volunteers, ensuring volunteers comply with all applicable District policies and procedures, coordinating the activities of the volunteers with other District departments, and maintaining records and reporting statistics related to the volunteer program, including tracking volunteer hours. The incumbent also assists in promoting the District's volunteer program through public speaking and participation in community events and activities. This classification is distinguished from the Docent Program Manager in that the latter is responsible for developing, implementing, and overseeing all of the District's docent programs.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, directs, oversees, and coordinates the District's volunteer programs, including preparing and administering program budgets, developing and implementing stewardship partnerships, developing policies and procedures for assigned programs, recruiting and training volunteers, and preparing public outreach and information relating to District volunteer programs.
- Evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Oversees and coordinate various District volunteer program elements including, but not limited to, resource management, trail patrol, trail construction and maintenance, community outreach, special projects and conservation easement monitoring.

- Recommends and manages the implementation of goals and objectives; establish schedules and methods for providing volunteer services; implement policies and procedures.
- Monitors program performance; recommends and implements modifications to systems and procedures.
- Participates in the annual budget preparation; prepares detailed cost estimates; monitors and controls supplies and equipment; orders supplies and tools as necessary; prepares documents for equipment procurement; participates in the bid process for assigned projects.
- Collects and analyzes requests for volunteer help from District staff; recruit, select, train, motivate and evaluate volunteers; organizes and schedules staff and outside trainers for various volunteer training sessions.
- Works with the Visitor Services Manager and other staff to identify opportunities for volunteer support and to develop new volunteer positions and programs; establishes and maintains a listing of the volunteer positions in each department, including the desired number of volunteers for each position.
- Identifies and implements ways to recruit new volunteers through the District website and other websites, community outreach, public relations programs, volunteer recruiting fairs, local volunteer agencies and organizations, court referral programs, and other service organizations.
- Receives volunteer applications and maintains a log and file of all applications; screens applications and schedules interviews for volunteer applicants; participates in interviews with the appropriate department manager or designee; handles all necessary correspondence with applicants in a timely manner.
- Determines which function each volunteer is best suited for based on assessment of volunteer knowledge, skills, abilities, and District needs; schedules volunteers to meet the needs of the District while maximizing volunteer job satisfaction and fulfillment.
- Provides training to staff on working with volunteers.
- Ensures all volunteers are informed about District programs, services, and activities and that District staff is informed about the volunteer program, including providing orientation for new volunteers; coordinating on-the-job and other required training between volunteers and staff.
- Produces various articles relating to all aspects of the volunteer program and District issues; reviews and updates the volunteer section of the District's website; develops and maintains a volunteer handbook and ensures each volunteer receives a copy.
- Responds to inquiries from potential volunteers; provides information about volunteer programs; prepares and mails information packets.
- Provides direction and support for the overall coordination of volunteers, holds meetings with staff and volunteers, solicits feedback from volunteers, designs and implements volunteer recognition programs, and manages processes for addressing volunteer performance deficiencies and issues by providing additional training, reassigning the volunteer, or terminating the volunteer assignment.
- Prepares and maintains accurate and complete records of the work performed; prepares clear and concise reports to monitor the success of the volunteer program; creates related written materials as necessary.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of volunteer management, including goal setting, development, implementation, and evaluation.
- Practices of researching program issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.

- Principles and practices of volunteer and staff supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Techniques for providing a high level of customer service to the public, volunteers, vendors, contractors and District staff, in person and over the telephone.
- Principles, practices, and methods of administering and coordinating a volunteer program.
- Techniques for dealing with a variety of individuals from various socio-economic, cultural, and ethnic backgrounds.
- Applicable Federal, State, and local laws, codes, and regulations.
- District goals, objectives, and priorities.
- Business letter writing and basic report preparation techniques; effective communication techniques in public presentations.
- Basic principles and practices of budget program development, administration, and accountability. Basic principles and procedures of record-keeping.
- Basic mathematical principles.
- Modern office practices and procedures, including the use of standard office equipment.
- Computer applications related to the work, including word-processing, spreadsheet, and graphic design programs.
- English usage, grammar, spelling, vocabulary, and punctuation.

Ability to:

- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Plan, research, organize, coordinate, and implement a variety of activities and programs related to the District's volunteer programs.
- Identify and implement effective course of action to complete assigned work.
- Interpret, apply, and explain complex laws, codes, regulations, and ordinances.
- Develop effective volunteer program development and recruitment strategies and campaigns; establish and maintain relationships with diverse groups of volunteers and community groups.
- Coordinate a variety of projects and programs simultaneously.
- Prepare written reports and correspondence.
- Train and instruct others in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Organize own work, coordinate projects, set priorities, meet critical time deadlines, and follow up on assignments with a minimum of direction.
- Operate modern office equipment, including computer equipment, copiers, printers, and software programs.
- Use English effectively to communicate orally and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with employees and those contacted in the course of the work.

Education, License, and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a Bachelor's degree from an accredited college or university with major coursework in recreation administration, natural resources management, or a related field, and two (2) years of relevant experience working with the public and coordinating volunteer activities.

Licenses and Certifications:

- Possession of a valid California Driver's License.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various cities and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Positions in this classification occasionally lift and carry reports and records that typically weigh less than 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may be required to travel to District field sites where exposure to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, and mechanical and/or electrical hazards are possible. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work evenings, weekends, and holidays.

EFFECTIVE: May 2015
REVISED: August 2018
FLSA: Exempt