



ORGANIZATION: City of Lincoln City—Driftwood Library
JOB TITLE: Volunteer Services Coordinator
FLSA STATUS: Non-Exempt, Grade 9
UNION: AFSCME—Part-Time with Benefits (.75 FTE)
UPDATED: August 2021

PURPOSE OF POSITION: Support the Library services by recruiting, hiring, training, scheduling and overseeing volunteers and their work within the Library. Perform a variety of customer service and routine administrative duties to support the library. Engage with the public in a positive, professional, and helpful manner at all times.

ESSENTIAL JOB FUNCTIONS: Work with Library staff to identify volunteer needs and manage a Library volunteer program that supports all aspects of Library service, including: circulation, technical services, children's programs, book repair, outreach, book sales, special events, book displays, shelving of returned library materials and any other needs identified.

Recruit, hire, train, schedule and oversee volunteers with the goal of increasing the level of active volunteer participation in Library support activities. Resolve volunteer complaints or issues and conclude volunteer service as needed. Organize and coordinate volunteer recognition programs and events.

Market and publicize volunteer opportunities on a regular basis in local media outlets and local organization newsletters. Present the volunteer program to the community through speaking engagements, as appropriate.

Market and publicize the library through email newsletters, videos, and virtual programming.

Create and maintain volunteer materials for Library, including job descriptions, orientation materials and manual to meet program needs. Track and maintain records of volunteer activity data, including registration, time sheets, daily and monthly schedules and yearly reports of volunteer time. Provide reports to Human Resources and Library Director as requested.

Staff the Circulation area. This includes using excellent customer service to respond to the questions/needs of Library patrons, ensuring patron awareness and compliance with Library rules and procedures, checking Library materials out and in; collecting fines/fees; answering telephone; issuing library cards/forms/applications; reviewing returned materials for damage; reserve/renew materials and arranging materials for re-shelving.

Act as the subject matter expert for volunteer practices for the City. Work closely with Human Resources to establish best practices for volunteer coordination throughout the City, including consulting with and advising other departments who have volunteers and assisting Human Resources to establish job descriptions, policies, orientation materials, etc.

Assist with the opening or closing of the Library.

Use Microsoft Word and Excel and other City programs and systems to perform job duties. This includes using the Library's e-mail system to engage in appropriate and professional communications internally and externally as needed to perform job duties.

Maintain professional, respectful, productive and cooperative working relationships with City staff, other organizations and the general public.

THIS DESCRIPTION COVERS THE MOST SIGNIFICANT ESSENTIAL AND AUXILIARY DUTIES PERFORMED BY THE POSITION, BUT DOES NOT INCLUDE OTHER OCCASIONAL WORK, WHICH MAY BE SIMILAR, RELATED TO, OR A LOGICAL ASSIGNMENT FOR THE POSITION.

Follow all safety rules and procedures for work areas. Correct and/or report unsafe conditions to appropriate personnel.

Other related duties as assigned.

AUXILIARY JOB FUNCTIONS: Aid other staff as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner.

JOB QUALIFICATION REQUIREMENTS:

MANDATORY REQUIREMENTS: HS Diploma or equivalent plus at least a two-year degree in library science, social services or management and at least two years in a direct customer service environment as well as at least two years of supervisory or leadership experience or any satisfactory combination of experience and training that demonstrates the knowledge, skills and abilities to perform the above duties. Broad knowledge of recruitment, hiring, training, delegation, recognition, and retention principles. Must possess strong written and verbal communication, computer (including ability to learn and use the Library's automated system), project management, relationship building, organization and time management skills and ability to work independently.

SPECIAL REQUIREMENTS/LICENSES: CPR/First Aid within six (6) months of appointment.

DESIRABLE REQUIREMENTS: Bilingual (English/Spanish). Work in a Library setting with volunteers.

PHYSICAL DEMANDS OF POSITION: While performing the duties of this position, the employee is frequently required to sit, stand, communicate, reach and manipulate objects, tools or controls. The position requires mobility. Duties involve moving materials weighing up to 20 pounds on a regular basis and may infrequently require moving materials weighing up to 70 pounds. Manual dexterity and coordination are required less than 50% of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment. May be required to work evenings and weekends.

WORKING CONDITIONS: Usual office working conditions. The noise level in the work area is typical of most office environments with telephones, personal interruptions, and background noises.

SUPERVISORY RESPONSIBILITIES: Provides general supervision to forty or more volunteers.

SUPERVISION RECEIVED: Works under the direction of the Library Director.