

<p style="text-align: center;">CITY OF BEAVERTON Manager - Volunteer Services</p>

General Summary

Manage one or more programs of a department utilizing volunteers to support departmental needs, including program planning and coordination, program promotion and marketing, recruitment, training and supervision of volunteers and staff who work with volunteers, and related outreach activities.

Key Distinguishing Duties

Overall responsibility for managing the volunteer program(s) and volunteer staff of a department/division.

Essential Functions

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.

1. Manage program operations. Develop, review, approve and implement program work plans, services, policies, procedures and reports. Set performance standards. Serve as a member of the department management team. Evaluate performance and program effectiveness and take action for improvement as necessary. Authorize payments to contractors and consultants.
2. Manage volunteer staff to ensure City goals and objectives are met. Schedule, assign and review work. Make volunteer hiring and placement decisions. Provide volunteers with basic job training and safety instruction.
3. Provide leadership, direction, and support to employees. Provide opportunities for development training and performance coaching to employees.
4. Research, develop and recommend new programs or program improvements. Implement new programs.
5. Serve as liaison with assigned advisory board(s), committees, or other City boards and commissions.
6. Prepare grant applications and administer grants. Develop and administer fund-raising activities.
7. Promote and market department and volunteer programs and services to the public, other agencies and organizations. Provide positive public relations and customer service. Coordinate with other City departments, other agencies, and businesses. Develop and design materials to promote program. Represent program in events.

8. Design, plan and coordinate events, including volunteer recognition events.
9. Participate in department operational processes including staff selection, budget preparation/monitoring, policy/procedure development and implementation.
10. Develop work plans, timelines and resource allocations for assigned projects. Monitor progress to ensure objectives are met. Prepare reports and recommendations.
11. Exhibit leadership to staff, work teams and fellow employees. Serve as a model for accomplishing City's vision and goals. Create an environment in which employees and volunteers are focused on producing excellent quality results.
12. Provide direction and set standards for excellence in internal and external customer service. Promote professional and courteous behavior with a creative approach to problem resolution that creates a positive experience for volunteers, staff and community.
13. Represent the City to the public, in legal or administrative proceedings, to other organizations or entities and in other situations as required. Make presentations and provide comment and testimony. Advance and protect the interests of the City and its citizens in all matters.
14. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers, volunteers and the general public.
15. Participate in the City Emergency Management program including classes, training sessions and emergency events.
16. Follow standards as outlined in the Employee Handbook.
17. Produce an acceptable quantity and quality of work that is completed within established timelines.
18. Actively promote, support and model respect for diversity in the workplace.

Other Functions

1. Provide back-up and peak-load assistance to others as necessary.
2. Perform related duties of a similar scope and nature.

Knowledge Required

- ◆ Advanced knowledge of practices and principles of effective volunteer recruitment techniques.
- ◆ Strong knowledge of effective program management principles and practices.
- ◆ Advanced knowledge of effective motivation and supervision of volunteers.
- ◆ Working knowledge of alternative funding sources.
- ◆ Working knowledge of practices and principles of public/business administration practices and decision-making.

- ◆ Advanced knowledge of strategic planning methods with an emphasis on services related to volunteer programs and fund raising.
- ◆ Working knowledge of public purchasing and contracting laws and regulations.

Skills/Abilities Required

- ◆ Strong skill in conceptual analysis and policy/program development and implementation.
- ◆ Strong ability to productively manage and/or participate on a team and in a team environment including the ability to develop a team approach to producing high quality results.
- ◆ Advanced ability to demonstrate leadership behavior to employees, volunteers, contractors, public officials, other agencies, customers and the general public.
- ◆ Strong ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- ◆ Strong ability to monitor and evaluate programs.
- ◆ Advanced ability to apply and to coach employees and volunteers on excellent internal and external customer service skills.
- ◆ Strong ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public. Ability to make presentations and develop reports that may include technical information.
- ◆ Advanced ability to manage multiple programs and a volunteer staff including hiring, training, coaching, disciplinary action, performance management and termination.
- ◆ Strong ability to build consensus and resolve conflicts.
- ◆ Strong ability to facilitate group processes.
- ◆ Strong ability to use word processing and spreadsheet programs and other software applications as required for position.

Minimum Qualifications Required for Entry

Bachelor's degree in business or public relations, human services, planning, or related field, and 3 years experience in public involvement processes or coordination of volunteer services, including 2 years in a supervisory or management role, or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

Licensing/Special Requirements

- ◆ Positions in this classification are required to possess a valid driver's license and the ability to meet City driving standards.

Working Conditions

Daily focus on a computer screen; daily precise control of fingers and hand movements; occasional lift, move or carry objects between 20 and 50 pounds; occasional dealing with distraught or difficult individuals; occasional crouching, crawling, bending, kneeling, climbing or balancing; occasional attendance at meetings or activities outside of normal working hours; occasional operation of a motor vehicle on public roads.

Classification History

Created: July 29, 2010

Status: M2
FLSA: Exempt

Department Head Signature

Human Resources Signature

Date

Date