

P H C S A

Palm Harbor Community Services Agency, Inc.

PALM HARBOR LIBRARY

VOLUNTEER COORDINATOR

Pay Range \$17.75 - \$28.50/hr [part-time]

Note: Starting pay anticipated to be within the lower half of the pay range and will be commensurate with experience.

The duties below are representative of the duties of the position and are not intended to cover all the duties performed by incumbents of any particular position.

DEFINITION

This paraprofessional position oversees and administers the Library volunteer program, including recruiting, training, and recognizing/rewarding volunteers; develops and implements methods to sustain volunteer participation; maintains volunteer records; and performs related work as required. This position assists in promoting the Library's volunteer program through public speaking and participation in community events and activities. An employee in this category exercises considerable judgment and discretion in performing advanced library duties. Continuous public contact requires the exercise of considerable patience, tact and diplomacy. Work is performed under the supervision of the Library Director and is reviewed through conference, personal observation of performance and inspection by the Library Director.

ILLUSTRATIVE DUTIES

- Provides orientation, training, guidance, technical, and functional direction to volunteers as assigned.

- Recruits, interviews, tests, and selects each volunteer applicant thoroughly and determines knowledge, skills, and abilities before acceptance into the program.
- Identifies and implements ways to recruit new volunteers through community outreach, public relations programs, volunteer recruiting fairs, local volunteer agencies and organizations, and other service organizations.
- Coordinate, direct, and implement volunteer programs suited to meet the needs of the community and library.
- Prepares statistical and other required reports.
- In coordination with library managers, helps to address the evolving and specific needs of each department with coverage and recruitment.
- Attend department head meetings as needed.
- Develop and maintain a volunteer handbook.
- In coordination with library managers, organizes appreciation activities with for employees and for volunteers.
- Willing to travel throughout Pinellas County and other areas in Florida for meetings, outreach, presentations, and training.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Education and Experience: High school diploma or GED required and two (2) years of library experience preferred. Bachelor degree preferred. Must be able to stand/walk during shift for approximately 3 hours, as well as easily lift 20 pounds and push/pull book/equipment cart.

KNOWLEDGE AND ABILITIES:

- Work flexible schedules that include evening and weekend hours.
- Provide principles and practices of customer service.
- Techniques for providing a high level of customer service to public.
- Principles and practices of library services, programs, and promotions.
- Computer applications related to the work, including word-processing, spreadsheet, etc.
- Compile data, and write clear and comprehensive reports.
- Establish and maintain effective relations with volunteers, employees and the general public.
- Use discretion in handling confidential information.
- Perform work independently and with a minimum of supervision.
- Follow complex verbal and written instructions.