

<b>Job title</b>	<i>Volunteer Coordinator/Library Ambassador</i>
<b>Classification</b>	<i>Management Development Analyst I</i>
<b>Reports to</b>	<i>Librarian II, Main Branch</i>

### **Job Function**

The Volunteer Coordinator is responsible for modeling excellent customer service to staff and customers by planning, directing, and overseeing the operation of the volunteer program, which includes recruiting, screening, selecting, training, retaining, and evaluating volunteer staff. The incumbent will work with community partners to promote Library volunteer opportunities and will recruit individuals to volunteer with an interest in helping the Library, individuals looking to fulfill service hours, and corporate and other large group volunteer projects. Required will be the ability to effectively prioritize multiple tasks for one's self and others; analyze information in order to identify issues and implement solutions; deal tactfully and effectively with staff, representatives of other departments and agencies, various community groups, the media, and members of the public from a variety of cultural and socioeconomic backgrounds.

### **Duties and Responsibilities**

- Collaborates with library and departmental managers to identify volunteer needs/vacancies and define volunteer tasks and restrictions;
- Networks and gives talks before educational partners and community and professional groups concerning the Library and volunteer opportunities within the Library;
- Coordinates and recruits individual and group volunteers as needed for both in-Library and outreach volunteering via website, fairs, referrals, etc.;
- Creates volunteer recruitment, on-boarding, and operational documentation;
- Teaches or facilitates volunteer orientation and role-specific training, or schedules role-specific training from other Library staff;
- Determines placement and fit for volunteer applicants and administers volunteer agreements;
- Assists in volunteer selection process, works with HR on background checks and other new volunteer applicant paperwork;
- Trains staff to articulate role of the Library volunteer for recruitment purposes;
- Reinforces commitment and dependability with/of volunteers;
- Serves as a centralized resource to deploy volunteers;
- Specifically trains teen volunteers on basics / responsibility of holding a job as part of Strategic Plan goals;
- Coordinates placement of high-level volunteers;
- Attends meetings and trainings as necessary;
- Conducts annual surveys of New Orleans Public Library staff on new ways to utilize volunteers and to assess the contributions of volunteers;
- Formulates goals, plans, and procedures for implementing volunteer services throughout Library system for a variety of ages and engagement levels;
- Assists in the Library's statistical analysis pertaining to number of volunteers, service projects, hours contributed, etc., and maintains records/statistics and prepares reports as needed;
- Build exhibits or assists with volunteer information fairs, coordinates library displays and exhibits related to volunteering opportunities;
- Provide general office support, as needed including greeting guests and directing phone calls;
- Mediates and problem solves conflicts, provides resolutions using defined procedures.

### **Minimum Qualifications**

- A Bachelor's degree from an accredited college or university is preferred.
- Must hold a valid Louisiana Driver's License.
- Must be able to work some nights and weekends.

- At least two years of relevant experience in a similar setting and role, i.e., human resources, non-profit, education or library setting.
- Must be able to travel within New Orleans.

### **Preferred Qualifications**

- Previous staff or volunteer management experience preferred.
- Previous volunteer experience preferred.
- Previous volunteer coordination experience preferred.

### **Knowledge, Skills & Abilities**

- Ability to get along with customers and colleagues;
- Self-motivated worker with outstanding human relations, communication skills, and a positive attitude towards public service work;
- Ability to set priorities and manage multiple priorities as well as schedule own time and that of others;
- General knowledge of technology trends including mobile devices and social media;
- Ability to plan, initiate, develop, and evaluate special library programs and services;
- Ability to assess, organize, and resolve issues and to explain complex procedures to staff with patience, thoroughness, and reinforcement;
- Ability to resolve public concerns and difficulties using tact, courtesy, and good judgment;
- Ability to communicate effectively and professionally with staff and public;
- Ability to work independently in the absence of supervision;
- Demonstrates a can-do attitude;
- Adapts to changing business needs, conditions, and work responsibilities;
- Takes personal responsibility for the quality and timeliness of work, and achieves results with little oversight;
- Ability to operate a City motor vehicle;
- Knowledge of computer applications, including Microsoft Office, is required.

### **Physical Demands**

- While performing the duties of this job, the employee is frequently required to stand, sit, and talk or hear. The employee is required to use hands to finger, handle, feel, or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl. Packing and loading of materials and books will be required.
- Tasks involve lifting and/or moving 15-44 pounds on a regular basis and driving between library sites and outreach locations.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and visual acuity to read computer screen and perform various detailed work.

### **Kind of Examination**

Management Development Analyst I