



City of Phoenix

VOLUNTEER COORDINATOR

JOB CODE 30190

Effective Date: 01/95

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to plan, develop, and implement volunteer, fund raising, and/or community service programs, recruit volunteers, promote gift giving, and formulate public relations and informational programs in support of the Phoenix Public Library or the Human Services Department. Work is performed under the general supervision of the City Librarian, Personnel Officer II, or other supervisor who reviews work plans and materials for conformance to policy.

ESSENTIAL FUNCTIONS:

- Develops and implements volunteer programs in support of City services;
- Recruits volunteers for support work and recommends assignments that will make the best use of individual talents;
- Develops training programs for volunteers and City staff who use volunteers;
- Serves on task forces and committees related to volunteerism;
- Writes requests for individual, corporate or foundation donations in behalf of the City;
- Receives and acknowledges gifts in conformance with policies;
- Maintains public contacts in the community and public/private sectors in order to implement fund raising strategies;
- Develops and implements fund raising strategies and informational programs to encourage support of City programs;
- Promotes public awareness of gift giving to the City, as well as its needs for volunteers, by such means as writing press releases and making public appearances;
- Coordinates the preparation and printing of publicity materials with the department's Public Information Officer or City's Public Information Department, and with graphic artists in the City's Print Shops;
- Determines the most economical and efficient means to print professional quality publicity materials;
- Reviews proposed legislation and City, departmental, and program policies and procedures for issues related to volunteers;
- Maintains volunteer time records and applications;
- Plans, organizes, and implements volunteer recognition events and activities;
- Assists staff in writing grant applications for programs utilizing volunteers;



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- Maintains regular and reliable attendance;
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity;
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Principles, techniques, tools, and media used in promoting good public relations.
- Principles and practices of volunteer management.
- Methods and techniques of fund raising for cultural and educational institutions or social service agencies.

Ability to:

- Communicate in the English language by phone or in person in a one-to-one or group setting.
- Comprehend and make inferences from written material.
- Produce written documents in the English language with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Work cooperatively with other City employees and the general public.
- Work safely without presenting a direct threat to self or others.

Additional Requirements:

- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Two years of experience in professional fund raising, professional volunteer management, or public relations and a bachelor's degree in liberal arts, public relations,



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or a related field. Other combinations of experience and education that meet the minimum requirements may be substituted.