

CITY OF OVERLAND PARK - POSITION DESCRIPTION

TITLE:	Volunteer Program Supervisor	BAND/LEVEL:	ADM IV
DEPARTMENT:	Recreation Services	JOB NO:	3040
DIVISION:	Farmstead	DATE:	09/14/2017
REPORTS TO:	Supervisor, Educational Programs	FLSA STATUS:	Exempt
FT/PT/SEASONAL:	Full-time	COST CENTER:	531
REPLACES:	N/A	LAST REVISED DATE:	10/14/2013

JOB SUMMARY STATEMENT:

Develops and implements volunteer programs and recognition opportunities. Recruits volunteers for the Deanna Rose Children’s Farmstead daily operations and Friends of the Farmstead events. Supervises initial training and orientation. Maintains volunteer records and schedules for volunteers. Provides reports to management. Maintains Volunteer Handbook. Manages daily communications pertaining to volunteer related inquiries. Participates in fundraising and support for the Friends of the Farmstead.

DUTIES AND RESPONSIBILITIES:

1. Develops and implements volunteer programs and recognition opportunities.
2. Recruits volunteers for the Deanna Rose Children’s Farmstead Volunteer Program. Advertises through ranks of existing volunteers, local media, local groups and corporations. Makes community presentations to increase the awareness of the volunteer program.
3. Supervises the initial training and orientation for new volunteers.
4. Supervises, schedules and provides ongoing support and training to volunteers during operations and events.
5. Maintains volunteer records and provides reports to management.
6. Maintains Volunteer Handbook. Reviews existing procedures, examines new rules and regulations, makes and implements necessary changes.
7. Assists the Public Programs Supervisor and Educational Programs Supervisor in creating, developing and maintaining sponsorship programs and relationships with sponsors.
8. Performs general office duties and maintains volunteer portion of website, volunteer newsletter and social media.
9. Participates in fundraising and provides support for the Friends of the Farmstead’s mission (mainly during off season).
10. The employee must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with subordinates, supervisors, customers, vendors and any other persons or organization with whom interaction is required to accomplish work and employer goals.
11. The employee must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

GENERAL QUALIFICATIONS

EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:

- Basic education (high school) required. Additional business or college level courses equivalent to 1 - 2 years preferred.
- Possession of an appropriate, valid driver's license.
- Must maintain an insurable driving record.

EXPERIENCE:

- Two years' experience in managing a high volume of volunteers on an ongoing basis.

SKILLS:

1. Analytical skills.
2. Attention to detail.
3. Basic math and accounting skills.
4. Working knowledge of windows-based PC software applications such as desktop publishing, presentation, spreadsheet, web page maintenance, database and word-processing.
5. Leadership skills.
6. Good public speaking/presentation skills.
7. Good supervisory skills.
8. Project management skills.
9. Time management/organizational skills.
10. Good written and oral communication skills.
11. Manual dexterity.
12. Interpersonal skills.

MENTAL REQUIREMENTS:

1. Ability to meet deadlines.
2. Diplomacy and judgment.
3. Ability to train and guide others.
4. Ability to recognize and protect confidential information.
5. Ability to prioritize multiple tasks.
6. Ability to read and comprehend federal, state and local policies and regulations.
7. Ability to work in hectic environment with many interruptions.
8. Ability to work independently.
9. Ability to follow oral and written instructions.
10. Ability to analyze and recommend possible solutions
11. Alpha and numeric recognition.
12. Ability to learn and understand PC software applications.
13. Ability to interpret program guidelines and volunteer handbook.

PHYSICAL REQUIREMENTS:

1. Ability to reach, stand, bend, stop, push and pull.
2. Ability to make and receive phone calls.
3. Ability to operate City vehicle.
4. Hand and eye coordination adequate to input computer and typewriter.
5. Exposure to dust.
6. Excessive standing and/or walking.
7. Ability to lift 20 lbs. and transport 50 feet.
8. Ability to push/pull up to 25 lbs.

SUPERVISORY RESPONSIBILITY (Direct & Indirect):

- Volunteer Assistant
- Volunteers

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.