

# LIBRARY VOLUNTEER COORDINATOR

## Recruitment #1701-4201-001

<b>List Type</b>	Original
<b>Requesting Department</b>	LIBRARY
<b>Open Date</b>	2/27/2017
<b>Filing Deadline</b>	3/20/2017 11:59:00 PM
<b>HR Analyst</b>	Emily Keeley

## INTRODUCTION

*Do you have a passion for volunteerism and community engagement? Do you want to be a part of a historic institution that makes a difference in the community? Look no further! The Milwaukee Public Library is currently seeking a Volunteer Coordinator to lead a successful volunteer program comprised of over 700 volunteers that participate in over 80 programs annually. The Volunteer Coordinator plays a crucial role in the vision of the Milwaukee Public Library to be “an anchor institution that helps build healthy families and vibrant neighborhoods – the foundation of a strong Milwaukee.”*

## PURPOSE

Under general supervision of the Library Human Resources Officer, the Library Volunteer Coordinator oversees the Milwaukee Public Library’s volunteer program including recruiting, interviewing, selecting, training and placing of volunteers in the library system.

## ESSENTIAL FUNCTIONS

- Plan, coordinate and oversee the volunteer program including recruiting, interviewing, assessing and placing volunteers.
- Receive volunteer applications and maintain a file of same; handle all necessary correspondence with volunteer applicants in a timely manner.
- Plan, direct and organize orientation for new volunteers including maintenance of the volunteer handbook; coordinate on-the-job and other required training between staff and volunteers.
- Work closely with administrators and managers to identify opportunities for volunteer support and maintain list of available volunteer positions.
- Prepare clear and concise reports to monitor the success of the volunteer program; prepare monthly and quarterly statistical reports.
- Develop and implement activities and programs to promote volunteer recognition, motivation and retention; plan and coordinate formal recognition program.
- Identify and implement recruitment avenues; engage in outreach to community organizations and agencies to attract volunteer talent.
- Maintain contact with volunteers throughout their volunteer assignment through face-to-face, telephone and e-mail communication.

## Library Volunteer Coordinator (Milwaukee Public Library)

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- Receive feedback from library staff and volunteers; conduct meetings with library staff to determine ways to maximize the value of the volunteer program.
- Assist administrators and managers in addressing performance deficiencies and issues by providing additional training, reassignment or termination of the assignment.
- Work with the Marketing and Communications Department to prepare marketing tools to publicize and advertise the program and to attract volunteers; write grants in support of/or to enhance the volunteer program.

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.*

### MINIMUM REQUIREMENTS

1. Bachelor's degree in any field from an accredited college or university.
2. One year of professional experience in a public service organization that includes coordination of a volunteer program, special events, community outreach or other related experience.
3. A valid driver's license at time of appointment and throughout employment.
4. Personally insured vehicle for use on the job at time of appointment and throughout employment; mileage reimbursement is provided.

*IMPORTANT NOTE: To receive credit for college, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Your transcript must be legible and include the following information: the university or college name, your name, the degree completed (if applicable) and the date the degree was completed. Student copies are acceptable.*

*Equivalent combinations of education and experience may be considered.*

### DESIRABLE QUALIFICATIONS

1. Experience organizing and executing special events.
2. Experience writing grant applications.

### KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Strong customer service orientation and commitment to strengthening organizational objectives.
- Knowledge of principles, practices and methods of administering and coordinating a volunteer program.
- Ability to utilize standard computer applications including Microsoft Word, Excel and Power Point.
- Knowledge of training and coaching techniques; team building skills.

## Library Volunteer Coordinator (Milwaukee Public Library)

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- Knowledge of basic record keeping principles and procedures.
- Ability to establish and maintain effective working relationships with diverse staff, managers, volunteers and representatives of outside agencies.
- Ability to inspire and motivate persons who volunteer or wish to volunteer.
- Excellent organizational skills, flexibility, and ability to multi-task.
- Excellent written communication skills required to develop promotional materials and compose professional correspondence.
- Ability to make sound, independent decisions within established policies and procedures.
- Awareness and appreciation of the cultural diversity of the community.
- Skill in verbal communication to present and promote the volunteer program through public speaking engagements.

### CURRENT SALARY

The current starting salary (PG 2DN) for City of Milwaukee residents is **\$42,500** annually, and the non-resident starting salary is \$41,457 with excellent benefits.

### SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE - The examination will be held as soon as practical after **March 20, 2017**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.