



## VOLUNTEER COORDINATOR

Class Code:  
354-103

Bargaining Unit: None Represented

MANATEE COUNTY GOVERNMENT  
Established Date: Jul 24, 2012  
Revision Date: Jul 3, 2023

### SALARY RANGE

\$20.48 - \$28.67 Hourly

### GENERAL INFORMATION:

#### Pay Grade: I

Manages one or more Manatee County Government department-specific volunteer programs. Recruits, trains, supervises, and recognizes volunteers. Works closely with department management to create volunteer programs that meet department needs.

#### Working Conditions

Works with individuals or groups of various ages in indoor/outdoor settings and a variety of weather conditions. Work schedule will regularly include weekends and/or early/late hours.

### JOB DUTIES:

#### Essential Functions

*These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position.*

Manages one or more department-specific volunteer programs. Responsible for recruiting, training, placement, and scheduling volunteers.

Sources and recruits volunteers through various techniques (databases, e-mail, social media, etc.)

Coordinates training for volunteers. Maintains training handouts, manuals, and materials.

Works closely with appropriate department staff to evaluate and determine volunteer needs and to intervene when volunteer concerns arise.

Promotes volunteer programs through public speaking engagements with local non-profits, corporate partners, homeowners' associations, etc. Maintains effective relationships with community volunteer organizations. Participate in leadership meetings, special events, and in-service and community workshops as needed.

Develops effective volunteer communications plans to include emails, newsletters, and in-person meetings. Communicates frequently with volunteers to ensure they are satisfied and well-placed.

Manages volunteer recognition programs. Tracks hours and distributes hours-based awards. Coordinates volunteer recognition events.

Develops and maintains volunteer program policies and procedures. Ensures conformance with applicable laws, regulations, policies and procedures.

Keeps detailed records of volunteers' information and assignments. Collects information on availabilities and skills.

Prepares monthly volunteer activity reports.

Develops annual budgets for assigned volunteer program(s).

Performs other related work (including weather or other extreme emergency duties) as required.

### MINIMUM QUALIFICATIONS:

High school diploma or equivalent.

Valid driver license required with valid Florida driver license required within 30 days of hire.

A comparable combination of work experience and training may be substituted for education requirements.

### SUPPLEMENTAL INFORMATION:

Three (3) or more years progressively responsible experience administering volunteer programs for a governmental or non-profit entity preferred.

Associates or Bachelor's degree in business administration, education, human resources, or a related field preferred.

#### Knowledge, Skills, and Abilities:

Able to prioritize tasks, deal effectively with competing and changing priorities, and meet deadlines. Accurate, detail-oriented, and organized. Able to resolve difficult situations and problems.

Knowledge of volunteer management techniques, including needs assessment, planning, marketing, and budget management.

Knowledge and understanding of regulatory compliance necessary to successfully perform job responsibilities.

Knowledge and understanding of computer systems and software applications required to perform job duties.

Good verbal and written communication skills and interpersonal skills in order to interact professionally and effectively with staff, management, volunteers, the general public, and other stakeholders. Able to influence others through explanation of facts, policies, and practices.

Works independently with general supervision.

#### POSITION SPECIFIC

##### Parks and Natural Resources

Manages volunteers in clean up, maintenance, landscaping, and/or educational/recreational programs in various Manatee County parks and preserves. Activities may include paddling, biking, or hiking over rough or uneven terrain. Knowledge of natural resources and parks management. Develops service-learning opportunities for a diverse array of community members and partners. Coordinates "Citizen Science" projects and instructs volunteers in the use of various scientific tools. Drives trucks, trailers, and off-road vehicles during volunteer workdays. Seeks out and implements innovative strategies and technology to improve volunteer program performance and efficiency. Lift up to 50 lbs. without assistance and up to 100 lbs. with assistance.

This position requires a Level 2 background check through the Department of Children and Families.

**Certifications:** First-aid/CPR (or ability to obtain within 1 year of hire), FMSEA Aquatic Collector's Permit (or ability to obtain within 1 year of hire), Certified Interpretive Guide (or ability to obtain within 3 years of hire), and Florida Master Naturalist (or ability to obtain within 3 years of hire).

#### Desired Experience/Skills:

Experience working with volunteers of a variety of ages and backgrounds is highly desired. Experience with Volgistics volunteer management software is highly desired. Marketing experience and familiarity with social media tools including Facebook and Eventbrite.

Event planning and event management experience for medium to large events (100 to 5,000 people).

Experience working with live animals for programming.

Familiarity with outdoor recreational activities including hiking, biking, walking, horse riding, canoeing, kayaking, sailing, geocaching, camping, hunting, fishing, snorkeling, swimming, scuba diving, jogging, running.

Familiarity with "Citizen Science" and a wide range of scientific tools and technology including GPS units, seine and dip nets, data collection tools, pH meters, hectometers, etc. Written and oral communication skills including public speaking and presentations. Adaptability and problem-solving skills.

Spanish language fluency is highly desired.

Knowledge of natural resources and parks management. Knowledge of local native and invasive plant and animal species and local ecosystems and habitats. Knowledge of informal learning and interpretive techniques.

Knowledge of curriculum/lesson plan development and implementation. Ability to develop hands-on learning activities, service-based learning education, and interpretive materials.

Above-average familiarity with Microsoft Office Suite, including Word, Excel, PowerPoint.

Organization, planning, and record-keeping skills.

##### Public Safety-Animal Services

Manages the Animal Services Volunteer Program within the Public Safety Department. In absence of the Animal Adoption Manager, serve as 'Manager on Duty' at the Dog Adoption Center in Palmetto. Assist with training and mentoring new volunteers and staff. Experience with animal sheltering desired. Must be comfortable handling and dogs and cats. Lift up to 50 lbs. without assistance and up to 100 lbs. with assistance.

### KEYWORDS:

Volunteer management, training, public relations