



## CLASS SPECIFICATION

Class Code: 19025  
Date Est: 09/2021  
Last Rev:  
Last Title Chg:  
FLSA: Non-exempt  
Probation: 12 Months

### VOLUNTEER PROGRAM ASSISTANT

#### **DEFINITION**

Under direct supervision, performs volunteer project and program work at a staff support level which includes interpreting and applying department and division policy and procedures; performs related work as required.

#### **EXPERIENCE AND TRAINING REQUIREMENTS**

Graduation from high school or equivalent education and two years of clerical experience in development, revision and evaluation of programs; OR an equivalent combination of training and experience.

#### **LICENSE OR CERTIFICATE**

A valid driver's license is required at the time of appointment.

#### **SUPERVISION EXERCISED**

Exercises no supervision.

**EXAMPLES OF DUTIES** *(The following is used as a partial description and is not restrictive as to duties required.)*

Performs the more specialized clerical duties in support of the volunteer program, including preparing written reports and materials, records management and entering data for reporting purposes.

Assists and coordinates the components and services of the volunteer program, program development and promotion: identify, develop, implement and evaluate operational objectives to meet program goals and objectives.

Inspect volunteer stations equipment and apparatus for District requirement compliance.

Participate in the volunteer recruitment process, application review, background check and physical submittals in conjunction with Human Resources.

Orients volunteers to the department to which assigned; provides information regarding policies, procedures and regulations.

Assists with coordinating various programs, training activities and other events.

Respond to inquiries, providing and distributing information, directing/transferring calls to appropriate Division or individual.

Plans, organizes and implements departmental outreach events to attract volunteers in order to maintain a database of interested individuals.

Provides ongoing support and guidance to volunteers; solicits and responds to volunteer feedback.

Track and report various reporting requirements within the volunteer program.

Plans and implements activities, awards and other methods for the recognition of volunteer staff.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Full Performance** *(These may be acquired on the job and are needed to perform the work assigned.)*

### **Knowledge of:**

District and department facilities, programs, operations, and administrative procedures.

District policies and procedures.

Pertinent federal, state, and local laws, codes, ordinances, and regulations.

Principles and practices of program planning, implementation, and evaluation.

### **Ability to:**

Develop and implement program components and services.

Recruit and place volunteers.

Evaluate programs to determine their effectiveness in meeting goals and objectives and develop and implement program modifications.

Interpret and apply regulations, policies and procedures.

**Entry Level** *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

### **Knowledge of:**

Modern office practices and technology including recordkeeping and filing systems, receptionist/telephone techniques, customer service standards and protocols, business correspondence writing, and the use of computer and common software packages.

Basic principles and procedures of project/program management.

Basic research and report preparation techniques and methods.

Goals, objectives, functions, protocol, staffing, and activity guidelines for the respective program.

Principles and procedures of records management.

Methods and practices for recruiting and interviewing volunteers.

Research techniques, data collection, analysis and report preparation.

English usage, spelling, grammar and punctuation.

### **Ability to:**

Maintain accurate records.

Gather, organize and analyze a variety of data and information

Write narrative reports, educational or promotional materials and other documents.

Assist in the coordination of specific programs and/or projects as assigned.

Exercise initiative and independent judgement within established guidelines.

Communicate in a clear, concise manner both orally and in writing, tailoring the message to the intended audience.

Establish and maintain effective working relationships with the individuals from a wide range of ethnic, cultural and socio-economic backgrounds, department staff, volunteers and representatives of outside agencies and community.

Understand and carry out a variety of complex directions in an independent manner.

Handle sensitive and/or confidential information with discretion.

Research and compile a variety of general and specialized data and prepare effective and complete required program reports.

Maintain a variety of files and recordkeeping systems.

Organize work, set priorities, and meet critical deadlines.

### **SPECIAL REQUIREMENTS**

*Essential duties require the following physical skills and work environment.*

Ability to sit for extended periods. Ability to frequently stand and walk. Ability to lift and move objects weighing up to 25 lbs. Ability to use digital camera equipment and modern office equipment including computers, copiers, printers, telephone, and FAX machine.

Incumbents may work irregular hours, weekends, holidays or evenings.

*This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.*