

The Maryland-National Capital Park and Planning Commission

TITLE: Volunteer Svcs/Community Partnership Coordinator GRADE: H CODE: 2343
SERIES: General Administrative DATE: 9/28/10 FLSA: Exempt
EEOC: Professional

Class Definition

Under general supervision, performs professional administrative work in the development and coordination of a volunteer services program to facilitate community involvement and enhance services integral to the functioning of Commission divisions. Incumbents assist in the assessment of organizational needs for departmental and/or county-wide programs or manage divisional or specialized volunteer services and community partnership programs participating in designing programs accordingly. They assist in departmental or county-wide program development, implementation, operation, monitoring and reporting department-wide and to the Planning Board, County Council and other pertinent groups or manage a divisional or specialized program. They work closely with departmental staff, community groups, agencies, citizens and volunteer organizations. Work is performed independently and the incumbent is responsible for planning, designing and carrying out programs in accordance with general objectives and in conjunction with Commission policies and procedures. Performs other duties as assigned.

Contacts are with individuals or groups within or outside of the organization and involve instructing, advising, planning, or coordinating to achieve desired actions as well as a negotiating to obtain agreement on matters.

Examples of Important Duties:

1. Administers and coordinates volunteer programming and community partnership opportunities for a division or a specialized program (i.e. trails, park police, horticultural) or assists in a departmental or county-wide program. Develops and promotes participation in volunteer initiatives and events and promotes the program to potential volunteers.
2. Develops, implements, administers and evaluates divisional or specialized programs or assists in departmental and/or county-wide volunteer and community partnership programs. Participates in developing program objectives that support goals. Defines duties and responsibilities for volunteers.
3. Recruits, screens, interviews, selects, and evaluates volunteers and partnership opportunities; coordinates placement within units. Plans and supervises work program for volunteers, part-time staff, contractual staff, interns and others. Trains, develops, and supervises volunteers, contract staff and interns. Assists in the overall development, implementation and supervision of departmental or county-wide staff volunteer training programs.
4. Administers volunteer/partnership program budget to successfully accomplish work program goals and objectives for a specialized or divisional program; provides input in support of budget. Coordinates expenditures.
5. Develops reports to management, department-wide staff, Planning Board, County Council and other pertinent groups.

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Examples of Important Duties: (cont.)

6. Maintains volunteer management and partnership database to ensure efficient record keeping and volunteer management. Maintains database regarding training; serves as a liaison regarding the use of technology to expand the program. Maintains appropriate files and records.
7. Develops or assists in development and implementation of marketing plans. Promotes initiatives, events and activities to the community, departmental units and potential volunteers. Responds to requests for information from potential volunteers and external agencies. Designs program brochures and flyers and writes articles to promote volunteerism and community involvement.
8. Manages volunteer initiatives, programs, recognition events and strategic plans.
9. Researches, interprets and educates staff concerning local, state, regional and national initiatives, laws, regulations, trends, certifications and standards pertaining to volunteer and community involvement issues.
10. Administers and coordinates background investigation activities.
11. Evaluates overall program effectiveness, efficiency and utilization. Conducts studies to evaluate program and manages collection of data. Ensures utilization of effective software. Ensures efficient record keeping.

Important Worker Characteristics

- A. Good knowledge of: (1) volunteer service and community involvement principles and practices; (2) human resources or project management (3) departmental programs; (4) safety; and (5) Commission organization, functions, policies and procedures*.
- B. Ability to: (1) lead and train others; (2) make presentations and communicate effectively, orally and in writing; (3) analyze and interpret professional documents, technical procedures and/or government regulations; (4) read and write complex and technical reports; and (5) ability to organize and prioritize work effectively and manage competing demands while working with others.
- C. Skill in operation of: (1) office equipment, including personal computer with applicable software and (2) motor vehicles.

*Developed primarily after employment in this job class.

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Minimum Qualifications

1. Bachelor's degree in human resource management, natural sciences, outdoor recreation, recreation and/or park administration or similar area and,
2. Two years experience in program administration, project management, volunteer management; or
3. An equivalent combination of education and experience.
4. Valid driver's license in accordance with both State and Commission rules and regulations. Driver's licenses must be unencumbered by restrictions, revocations, suspensions, or points that could limit the employee's ability to drive Commission vehicles or perform driving duties required of their position.
5. Pass Commission medical exam.

Working Conditions:

Works in office environment that is adequately lighted, heated, and ventilated; occasional work in field operations; considerable pressure to meet deadlines. Incumbents may regularly travel to field offices.