

## **The Maryland-National Capital Park and Planning Commission**

TITLE: Volunteer Svcs/Community Partnership Coordinator I GRADE: 22 DATE: 5/8/2024  
SERIES: General Administrative CODE: 1162 EEO: Professional FLSA: Exempt

### Class Definition:

Under general supervision, performs professional, administrative work in the development and coordination of volunteer service and community partnership programs for a division or county. Assists in the overall development, implementation of departmental or countywide volunteer training programs. Participates in conducting assessments of organizational needs for volunteer programs and management of division or specialized volunteer services or community partnership programs. Works closely with departmental staff, community organizations, outside agencies, citizens and volunteer organizations. Maintains the volunteer software program (e.g., Samaritan Volunteer), and updates and maintains applications of volunteers, records volunteer participation and time expended, and prepares and submits reports to leadership of volunteer activities and participation levels); analyzes data. Recruits, interviews, selects and screens volunteers; matches applicant interests with program needs. Plans, schedules and assigns work for volunteers. Participates and communicates with local, state and federal organizations focused on volunteerism; may participate in departmental volunteer recognition programs. Manages volunteer initiatives or recognition events and carries out strategic program operations. Responds to basic requests for information from potential volunteers and external agencies. Promotes initiatives, events and activities to the community, departmental units and potential volunteers. Assists in development and implementation of marketing plans (i.e., writes articles to promote volunteerism and community involvement). As an individual contributor, work results in completed assignments that have important impact on volunteer services/community partnership matters of the unit of assignment. Applies knowledge of volunteer and community partnership program planning, development, and implementation, applicable volunteerism laws, codes and regulations, principles and practices of volunteer services, recruitment, training and database utilization and data analysis/reporting. Independently performs various types of research and analyses and solves regularly occurring problems, including a range of non-standard problems. Interacts with people inside and outside the organization to exchange information, coordinate, instruct and guide. Performs other duties, as assigned.

Work is assigned in terms of specifics, including known and anticipated problems, and is to be performed in strict adherence to guidelines (which include instructions of the supervisor or a higher-grade employee). Incumbent plans the detailed work steps within these parameters, resolves commonly encountered problems by selecting and applying the appropriate guides, and seeks assistance with non-routine problems/issues. Work is evaluated in terms of compliance with guidelines, quality, quantity, timeliness, teamwork, customer service and other factors.

### Examples of Important Duties (Estimated Percentages):

#### 1. Core Functions (±80%)

- Assists in the administration and coordination of volunteer programming and community partnership opportunities for a division or a specialized program (i.e., trails, park police, festivals) or assists in a departmental or countywide program. Participates in the development and promotion of participation in volunteer initiatives and events; and drives Commission vehicles to promote the program to potential volunteers.

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- Works with staff to identify areas of need for volunteer and community services and areas of work responsibilities that can be performed by volunteers. In cooperation with department staff, develops appropriate and meaningful staff training opportunities for volunteerism that are mutually beneficial to the Commission, community, patrons and citizens. Develops and executes programs in a timely manner.
- Recruits, interviews, selects and screens volunteers; matches applicant interests with program needs. Coordinates orientation and training programs and standards. Plans, schedules, and assigns work for volunteers.
- Works with marketing or public relations staff to develop outreach plans to recruit volunteers and partnerships that meet program needs.
- Conducts studies to evaluate overall program effectiveness, efficiency and utilization. Performs analysis of data and recommends changes to improve quality of program. Utilizes software (i.e., Samaritan Volunteer software program, KRONOS).
- Responds to basic requests for information from potential volunteers and external agencies. Assists in development and implementation of marketing plans (i.e., designs program brochures and flyers and writes articles to promote volunteerism and community involvement).
- Participates in recognition programs and events for volunteers and staff.

### **2. Other (20%)**

- May assist with planning and coordinating recognition programs and events for volunteers and staff.
- Participates in researching and interpreting local, state, regional and national initiatives, laws, regulations, trends, certifications and standards pertaining to volunteer and partnership issues.
- Maintains knowledge of and evaluates new volunteer and community partnership methods and technology through review of literature, attendance at professional seminars and conferences, and exchanges of professional information.
- Maintains records and files.

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### Important Worker Characteristics:

- A. Knowledge of (1) volunteer and community partnership program planning, development and implementation; (2) applicable volunteerism laws, codes and regulations; (3) principles and practices of volunteer services, recruitment and training; (4) database utilization and data analysis/reporting; (5) safety and risk avoidance(?); and (6) Commission organization, policies and procedures\*.

*\*Typically acquired or fully developed primarily after employment in this job class.*

- B. Skill and ability to (1) analyze, evaluate and maintain programs and policies; (3) analyze and comply with government regulations and laws; (4) develop and maintain professional contacts with community resources; (5) make presentations and communicate effectively, orally and in writing; (6) prepare reports and correspondence; and (7) perform First Aid, cardiopulmonary resuscitation (CPR) and automated external defibrillator (AED).
- C. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include applying principles to independently solve difficult problems and achieve goals.
- D. Skill in communication sufficient to understand verbal and written information (including facts, assertions and arguments), draw inferences, form hypotheses and develop logical arguments, and to express such information so that others will understand and, in some situations, agree, comply or take other desired action(s). This includes skills in actively listening to ascertain key information, including concerns, wants and needs of others, and in coordinating to obtain desired results including agreement or compliance. Examples include maintaining communications and networking with a variety of internal and external contacts; communicating clearly and concisely to a varied audience with wide ranging needs and requirements.
- E. Interpersonal skills to interact with business contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member of a team.
- F. Skill in using a computer, modern office suite software (such as MS Office), enterprise software and specialized software.

### Minimum Qualifications (MQs):

1. Bachelor's Degree in Human Resources Management, Public Relations, Communications, Natural Sciences, Recreation, Park Administration or any related field.
2. One (1) year of experience in program administration, project management or volunteer management.

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3. An equivalent combination of education and experience may be substituted, which together total five (5) years.
4. Valid driver's license in accordance with both State and Commission rules and regulations. Driver's license 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.

### **Working Conditions:**

Works in office setting; may work outdoors on an incidental basis and exposure to inclement weather. May need to work evenings and weekends on an incidental basis. Work is primarily sedentary and requires light physical effort; and may need to wear personal protective equipment when working outdoors. May be subject to various job demands such as high volume of work and tight deadlines. Incumbents may be required to travel to other offices.