

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

TITLE: Volunteer Svcs/Community Partnership Coordinator II GRADE: 26 DATE: 5/8/2024  
SERIES: General Administrative CODE: 1163 EEO: Professional FLSA: Exempt

### Class Definition:

Under direction, performs advanced professional, administrative work in developing, coordinating and monitoring a comprehensive volunteer services and community partnerships program. Conducts assessments of organizational needs for volunteer programs and may lead specialized volunteer services or community partnership programs. Develops and implements departmental or countywide volunteer training programs. Works closely with departmental staff; contacts may include Planning Board, County Council, community organizations, outside agencies, citizens and volunteer organizations. Ensures the maintenance of the volunteer software program (e.g., Samaritan Volunteer); including updating and maintaining applications of volunteers. Confirms volunteer participation and time expended is recorded, and reports are prepared and submitted to leadership of volunteer activities and participation levels; analyzes data. May lead recruiting, interviewing, selecting and screening of volunteers and ensuring applicant interests are matched with program needs, and planning, scheduling and assigning work for volunteers, part-time staff, contract employees and interns; as well as promotions of initiatives, events and activities to the community, departmental units and potential volunteers. Maintains active involvement and communication with local, state and federal organizations focused on volunteerism; may coordinate departmental volunteer recognition programs. Ensures volunteer initiatives or recognition events are managed and carried out according to strategic program operations. Responds to requests for information from potential volunteers and external agencies. Implements marketing plans (i.e., writes articles to promote volunteerism and community involvement). Work results directly affect many parts of the organization and are mutually beneficial to the county and surrounding communities, patrons, and citizens; and consists of varied volunteer program activities within a county or division. Applies considerable knowledge of volunteer and community partnership program planning, development, and implementation, applicable volunteerism laws, codes and regulations, principles and practices of volunteer services, recruitment, supervision, and training; and database utilization and data analysis/reporting. Independently performs various types of research and analyses and solves difficult, complex and challenging problems. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide and advise. Performs other duties, as assigned.

Work is assigned in terms of functions, priorities, requirements of specific assignments, known or suspected problems. Incumbent independently carries out the work in conformance with these parameters, established policies, procedures and accepted practices of the field of work; resolves commonly encountered problems by selecting and applying, or implementing and adjusting, the applicable guidelines. Incumbent keeps the supervisor informed and seeks assistance only for complex or sensitive matters. Work is expected to meet objectives highly effectively - the incumbent is held responsible for results; work is evaluated in terms of quality, quantity, timeliness, teamwork, customer service and such other related factors use of skill and ingenuity in overcoming technical and non-technical problems.

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

#### 1. Core Duties (±80%)

- Develops, coordinates and monitors a volunteer services program and community partnership opportunities for a division or a specialized program (i.e., trails, park police, festivals). Develops and promotes participation in volunteer initiatives and events; and drives Commission vehicles to promote program to potential volunteers.
- Ensures that areas of need for volunteer and community services are identified with staff and areas of work responsibilities that can be performed by volunteers. In cooperation with department staff, leads the development of appropriate and meaningful staff training opportunities for volunteerism that are mutually beneficial to the Commission, community, patrons and citizens. Confirms that programs are developed and executed in a timely manner.
- Assists in the management, administration, and coordination of the operating budget.
- Coordinates recruitment plans for volunteers to include identifying job duties, target groups, and timetable of activities. Supports recruiting, interviewing, selecting and screening of volunteers; ensures applicant interests are matched with program needs. Develops and coordinates orientation and training programs and standards.
- Coordinates outreach plans to recruit volunteers and partnerships that meet program needs by working with marketing or public relations staff.
- Coordinates the planning, scheduling, and assigning of work for volunteers, part-time staff, contract staff and interns as well as recruiting, selecting, training and providing input to performance appraisals.
- Ensures studies evaluate overall program effectiveness, efficiency and utilization. Performs analysis of data and implements changes to improve quality of program. Utilizes software (i.e., Samaritan Volunteer software program).
- Responds to requests for information from potential volunteers and external agencies. Coordinates and implements marketing plans with marketing (i.e., designs program brochures and flyers and writes articles to promote volunteerism and community involvement).
- May lead recognition programs and events for volunteers and staff.
- May assist in the implementation of grant funded programs and budgeting and reporting to the grantor.

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### 2. Other ( $\pm 20\%$ )

- May develop and implement recognition programs and events for volunteers and staff.
- Performs research and provides interpretation of local, state, regional and national initiatives, laws, regulations, trends, certifications and standards pertaining to volunteer and partnership issues; and educates administration and staff.
- 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.
- Ensures the maintenance of records and files; including the preparation of reports on the use of volunteers.

### Important Worker Characteristics:

- A. Considerable 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, supervision, and training; (4) database utilization and data analysis/reporting; (5) safety; and (6) Commission organization, functions, and policies and procedures\*.

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

- B. Knowledge of, and skill in assigning or reviewing tasks, setting the pace, and otherwise assisting the supervisor by performing group leader work or ability to rapidly acquire knowledge and skill set.
- C. Skill and ability to (1) lead a group of employees; (2) 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) prepare complex reports and correspondence; and (6) perform First Aid, cardiopulmonary resuscitation (CPR) and automated external defibrillator (AED).
- D. Considerable skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes skill in identifying subtle aspects of problems and making recommendations and decisions. Examples include applying principles to independently solve difficult problems and achieve goals.
- E. Skill in communication 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,

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comply or take other desired action(s). This includes skill in actively listening to ascertain key information, including perspectives, 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 wide variety of internal and external contacts; communicating clearly and concisely to a varied audience with wide ranging needs and requirements.

- F. Interpersonal skills to interact with contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a team member or a leader.
- G. Skill in using a computer; modern office suite software (such as MS Office), enterprise software, specialized software.

### Minimum Qualifications (MQs):

1. Bachelor's Degree in Human Resources Management, Public Relations, Communications, Natural Sciences, Recreation, Park Administration or any related area.
2. Two (2) years of experience in program administration, project management or volunteer management.
3. An equivalent combination of education and experience may be substituted, which together total six (6) years.
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.

### Working Conditions:

Works in an 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. Considerable pressure to meet deadlines. Incumbents may be required to travel to other offices.