

**LARAMIE COUNTY LIBRARY SYSTEM
JOB DESCRIPTION**

Job Title	FLSA Status
VOLUNTEER COORDINATOR	NON-EXEMPT
Division	Pay Grade
COMMUNITY & MEDIA RELATIONS	28

JOB SUMMARY

The primary responsibility of the Volunteer Coordinator is to ensure the smooth operation of volunteer activities in the Laramie County Library System. The person in this position must have exceptional communication skills, work well in a team environment, and be a quick learner. Supervisory, organizational, and human relations skills are necessary for success.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Maintains patron confidentiality in compliance with Wyoming state law.
2. Works with division managers, Foundation Director and other library personnel to determine what jobs or tasks need volunteers.
3. Maintains accurate task and job descriptions for all work volunteers are requested to complete.
 - 1) Writes task or job descriptions for some ongoing tasks and all book sale related tasks or job descriptions.
 - 2) If there is none already on file, asks for task or job descriptions from the requesting library employee for any task requested.
 - 3) Annually reviews with the manager, administrator, or designee the task and job descriptions for work volunteers do in their area
4. Recruits volunteers within the community by speaking to community groups about volunteer opportunities and working with volunteer agencies such as RSVP. Ensures volunteers are capable of performing tasks and completing the job as described. Responds within 72 hours to anyone who applies to be a volunteer.
5. Screens volunteer applicants, selecting those who can successfully accomplish tasks and jobs as described.
6. Holds one-on-one orientation sessions and quarterly group orientation sessions that explain volunteer expectations, requirements, rewards & recognition, Volgistics basics, who to contact for more information, etc., for new or returning volunteers. Orientation presentations are updated on a quarterly basis with pertinent statistics and relevant volunteer information.
7. Works closely with the Communications Coordinator and Design & Exhibitions Supervisor for assistance in development of volunteer-related brochures, eNewsletters, social media posts, and handouts.
8. Works closely with the Design & Exhibitions Supervisor to develop exhibit set-up and break down instructions; recruits appropriate volunteers to help.

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9. Oversees the operation of the Book Sale Room, including the acceptance, sorting, and staging of donations, ensuring volunteers are scheduled to operate the cash register and assist “shoppers” and the packing and shipping of unwanted items, etc.
10. Creates and coordinates teams of volunteers willing to work on special projects, such as exhibits, System-wide garage sales, Summer Reading Celebration, and/or the Booklovers Bash.
11. Creates and coordinates a team of volunteers that can work doing daily tasks such as stuffing overdue notices, searching for items patrons have placed on hold, sorting gift books, etc.
12. Trains volunteers in the following regular on-going tasks:
 - 1) Notice stuffing
 - 2) Searching for lost items
 - 3) Searching for holds
 - 4) Book sorting & boxing
 - 5) Book Sale Room (BSR)
 - 6) Other tasks that may become on-going
13. Coordinates training of volunteers by library employee who made the request for specialized and/or one-time tasks.
14. Supervises volunteers. Nurtures and mentors volunteers to ensure volunteer satisfaction with job assignments. Ensures performance and attendance meet expectations and coaches, retrain or reassigns tasks as necessary.
15. Accepts, reviews, and is responsible for ensuring volunteer applications are entered into Volgistics (volunteer database); Maintains accurate records of volunteer applicants, volunteer personnel records, and volunteer tasks accomplished; number of volunteer hours, etc.
16. Responds to volunteer, tour, and other inquiry requests on a timely basis (typically 36 to 48 hours after submission). Coordinates with the appropriate division for school tours of the library.
17. Coordinates annual volunteer recognition event for adult volunteers. Assists Teen Coordinator, when necessary, with teen volunteer recognition. Develops other forms of acknowledgment, rewards and recognition for volunteers.
18. Works with employees to ensure that volunteers are treated appropriately and valued. Works with library administration to develop written policies and procedures for volunteer workers.
19. Works the Greeter Desk as assigned.

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20. Keeps up to date for best practices of managing volunteers by attending local and regional volunteer coordinator training opportunities.

21. Performs other related and necessary duties as assigned.

MINIMUM REQUIREMENTS

- At least 2 years of college-level education from an accredited institution
- 2 years of relevant experience or
- The equivalent combination of education and experience

REQUIRED CERTIFICATIONS, SKILLS AND ABILITIES

- Proficiency with a variety of software programs and systems related to the operation of the library including word processing, databases, calendaring/scheduling, internet
- Working knowledge of public library operations
- Ability to work with limited supervision, with an aptitude for detailed work and proficiency in prioritizing tasks
- Ability to supervise, coach, train and lead other workers

REPORTING RELATIONSHIPS

Reports to: Deputy Director, Operations

Supervises: Volunteers

PHYSICAL EFFORT AND WORKING ENVIRONMENT

The essential duties and responsibilities of this job require the employee to move or manipulate moderately heavy equipment, boxes, carts, files and/or stacks of material from one location to another.

LATEST REVISED DATE 8/2020