

## **CLASS TITLE: VOLUNTEER PROGRAM COORDINATOR (DEM)**

Class Code: 02821000

Pay Grade: 28A

EO Code: B

### **CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** In the Department of Environmental Management, to plan, direct, oversee, and evaluate the operation of the Division of Fish & Wildlife Volunteer Program; to work closely with Division staff to assess organizational needs and identify opportunities for volunteers; to conduct necessary trainings to assure scientific protocol and quality assurance of all volunteer endeavors; to represent the Division and serve as the first point-of-contact for volunteers, and act as a liaison between Division staff and volunteers; to be responsible for volunteer recruitment, engagement, and retention; to perform administrative tasks, such as record keeping and submissions to Federal Aid, for qualifying Federal match; to do related work as required.

### **SUPERVISION RECEIVED:**

Works under the general supervision of a superior with considerable latitude for exercising initiative and independent judgment; work is reviewed periodically through meetings and written reports for results obtained.

**SUPERVISION EXERCISED:** As needed, supervises and reviews the work of subordinate staff engaged in program activities.

### **ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

In the Department of Environmental Management, to plan, direct, oversee, and evaluate the operation of the Division of Fish & Wildlife Volunteer Program.

To work closely with Division staff to assess organizational needs and identify opportunities for volunteers.

To conduct necessary trainings to assure scientific protocol and quality assurance of all volunteer endeavors.

To represent the Division and serve as the first point-of-contact for volunteers, and act as a liaison between Division staff and volunteers.

To be responsible for volunteer recruitment, engagement, and retention.

To perform administrative tasks, such as record keeping and submissions to Federal Aid, for qualifying Federal match.

To develop appropriate volunteer roles, project expectations, training methods, and supportive training materials for individual projects.

To continually provide communication and training to both volunteers and staff regarding volunteer program policies, expectations, and benefits.

To develop and update supportive program materials, such as handbooks, procedural forms, volunteer effort records, and volunteer newsletters and updates.

To develop program policies, expectations and outreach on conservation and scientific research benefits provided by the Division volunteer program.

To develop and cultivate partnerships with interest groups, agencies and organizations through collaborative efforts in mission-driven opportunities.

To resolve program conflicts appropriately and professionally, encouraging and listening to feedback from both volunteers and staff, and applying any necessary corrective actions or mitigation in the same manner.

To develop and maintain a certification program, forming a core team of volunteers who commit to continuously learning and donating their time through actively participating in Division projects and educating the public in an effort to further the Division's mission in the management and conservation of natural resources.

To stay up-to-date on the current trends in volunteer management and citizen science, and implementing new methods and programs as approved.

To perform administrative duties that support numerous programs with a high number of volunteers, including: maintaining a volunteer database, containing individual volunteer records, including personal contact and emergency information, as well as their participation in individual programs and volunteer effort contribution.

To perform administrative duties such as, but not limited to, providing federal partners with annual reports and documentation of volunteer contributions in compliance with federal rules in order to obtain corresponding federal matching funds.

To be responsible for the collection, review of Federal Aid compliance, calculation, and data entry of volunteer effort submissions.

To do related work as required.

## **REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGE, SKILLS AND CAPACITIES:** A thorough knowledge of fish and wildlife biology, conservation, and management practices; advanced project management skills; the ability to multi-task and coordinate concurrent projects; the ability to foster positive public relations and productive working partnerships; considerable organizational and interpersonal skills; excellent verbal and written communication skills; the ability to build relationships with a diverse audience including staff, volunteers, and partners; the ability to apply appropriate conflict resolution techniques when necessary; knowledge of national trends in volunteerism and citizen science and the ability to apply them to agency programs; administrative and data processing skills; the ability to participate in and maintain social media; and related capacities and abilities.

## **EDUCATION AND EXPERIENCE:**

**Education:** Such as may have been gained through: graduation from a college or university of recognized standing with a bachelor's degree in the field of natural resources management, fish and wildlife conservation/management, biology, ecology, or public relations with course work in the field of natural resources science; and

**Experience:** Such as may have been gained through: a minimum of 3 years' experience in the administration of public sector and/or non-profit volunteer management, with experience in volunteer program design, developing and delivering training to volunteers and staff, organizing volunteer events, and maintaining electronic databases; previous fieldwork experience in the field of natural resources required.

Or, a combination of education and experience that is substantially equivalent to the above required education and experience.

**SPECIAL REQUIREMENTS:**

1. Upon appointment and continually thereafter, must possess and maintain a valid Motor Vehicle Operator's License.
2. Within 6 months of appointment and continually thereafter, must obtain the credential of Certified in Volunteer Administration (CVA) through the Council for Certification in Volunteer Administration (CCVA).

Class Created: September 3, 2017