

# Volunteer & Community Engagement Coordinator

JOB TITLE: Volunteer & Community Engagement Coordinator

FLSA STATUS: Exempt

GRADE: 39

DEPARTMENT: Communications

APPROVED DATE: 06/2016

REVISED DATE: 02/2022

## Job Summary

Lead the organization's volunteer program and coordinate community relations and engagement efforts in support of the Library's strategic plans.

This position contributes to the Library District's effective operation, providing library services, spaces, and resources that are representative of diverse cultures and perspectives, intentionally inclusive, and accessible to everyone.

## We Value Lived Experience

Sno-Isle Libraries is committed to embedding equity into our organization. As we engage in equity work, it's important to have a good foundation to frame the work and then provide training opportunities to build skills and knowledge.

We value and embrace the unique experiences our staff members bring to the organization and recognize how their experiences improve the service we provide.

## Essential Functions

*Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.*

1. Lead the library volunteer program, including recruitment, orientation and training, recognition efforts and administrative duties, as well as assisting staff volunteer coordinators in volunteer engagement.
2. Coordinate the library ambassador program, including recruitment, orientation, engagement, and recognition activities.

3. Coordinate and support annual employee giving program efforts.
4. Support strategic and community relations initiatives, programs, and activities, including timely data gathering, updated documentation of community partnerships, coordinating a strategic relations dashboard, roadmap and tracking of metrics.
5. Coordinate opportunities to share library information through strategic, stakeholder, community, and partnership engagement events.
6. Coordinate regular communications to library ambassadors, affinity groups, stakeholder and partner groups.
7. Participate as an effective member of the library communications team.

### **Additional Duties and Responsibilities**

1. Support early-morning, after-hour, or weekend special events, as needed.
2. Assist with special projects as required.
3. Attend meetings, trainings, and workshops as assigned.
4. Train and orient new staff, including volunteer coordinators in other departments, as assigned.
5. Perform other duties as assigned.

### **Supervision**

The position reports to the Strategic Relations Manager within the Communications Department.

### **Knowledge, Skills, and Abilities**

1. Ability to uphold the principles of equity, diversity, and inclusion in the workplace and the community.
2. Ability to demonstrate a thorough understanding knowledge of public involvement, community engagement, and relationship-building techniques.
3. Ability to demonstrate working effectively under the direction of a manager, collaboratively within a group and team environment.
4. Ability to provide strong customer service.
5. Ability to demonstrate judgement and effective decision-making skills.
6. Ability to communicate effectively with diverse audiences.

7. Ability to demonstrate the ability to meet deadlines in a fast-paced, multiple priorities environment, including the ability to adapt to new processes, change management and emerging technologies.
8. Ability to demonstrate problem solving skills, attention to detail and organizational awareness.
9. Ability to work cooperatively and maintain effective interpersonal skills with the public and co-workers.
10. Ability to operate relevant computer systems including hardware and software such as Microsoft Office, electronic databases, email, and internet navigation.

## **Education and Experience**

*Knowledge, skills, and abilities for this position can be acquired by a combination of experience and education including:*

1. These skills and abilities typically are acquired through a combination of education, experience and training including a Bachelor's degree in Communications, political science, or a closely related field.
2. At least three years of experience in community relations, public engagement and volunteer coordination or other related work.

## **Physical and Environmental Conditions**

The physical demands described here are representative of those that must be met by a staff member to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Most of the work is carried out within a generally accessible, safe, indoor environment. While performing the duties of this job, the incumbent is required to operate computers for extended periods of time. The incumbent may occasionally move objects or materials weighing up to 25 pounds.

The incumbent must regularly communicate with coworkers and members of the public. These contacts and situations are deemed to be generally safe and free of undue stress, but require incumbents to be cordial, helpful, and skilled in interpersonal relations with others both in the public and within the Library District.

Incumbents may travel to various sites in all kinds of weather and traffic conditions. To accomplish this travel, the incumbent must be able to drive and hold a valid Washington State driver's license or to make independent arrangements for such transportation.