

CITY OF SAN JUAN CAPISTRANO

VOLUNTEER COORDINATOR

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

To coordinate the activities of the City's non-sworn volunteer police services program that is tasked with the responsibility of areas in Police services such as van patrol, bike patrol, kiosk duty, and front desk support; to oversee the Associate Service Action Program (ASAP) and the Crime Prevention Program; provide information and public requests for the services of Neighborhood Watch, senior/pedestrian safety, financial abuse, and child/safety fingerprinting; and to perform a variety of tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from Lieutenants and higher level staff.

ESSENTIAL FUNCTION STATEMENTS . *Essential responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Manages, interacts, and assists senior volunteers in ASAP and Crime Prevention programs for the City; addresses issues and concerns; ensures that equipment is serviced in a timely manner; and maintains a variety of office equipment.
2. Oversees and maintains a calendar of activities, meetings and various events for ASAP programs; provides schedules and materials for programs and events; coordinates activities with other City departments, the public and outside agencies.
3. Receives and screens all incoming mail and calls; responds to complaints and requests for information on Police Services Programs and events; responds to public requests; provides information and forms to the public as needed.
4. Inspects city trails for public walks; coordinates van/pools on City facilities; updates and maintains information in City kiosks at train station depot.
5. Plans upcoming ASAP social events, holiday luncheons, and recognition programs throughout the year; develops sign-up sheets for City events related to ASAP; prepares and posts event schedules; and sets up monthly meetings.
6. Assists in a variety of department operations; receives and prioritizes requests for ASAP programs; attends ongoing training related to crime prevention and volunteer management.
7. Orders office supplies and equipment; monitors budgets; generates requests; and reviews authorized expenditures.
8. Performs related duties and responsibilities as required.

CITY OF SAN JUAN CAPISTRANO
Volunteer Coordinator (*Continued*)

QUALIFICATIONS

Knowledge of:

Operations, services and activities of assigned department.
Methods and techniques of effective customer service.
Volunteer management.
Modern office procedures, methods and computer equipment.
Principles of business letter writing and basic report preparation.
Principles and procedures of filing and record keeping.
English usage, spelling, grammar and punctuation.
Basic mathematical principles.

Skill in:

Performing a variety of administrative support functions for Police programs.
Interpreting, explaining and enforcing applicable policies and procedures.
Performing responsible and clerical work involving the use of independent judgment and personal initiative.
Preparing correspondence and memoranda.
Operating office equipment including computers and supporting word processing and spreadsheet applications.
Maintaining event calendars and schedules.
Responding to requests and inquiries from the general public.
Working cooperatively with other departments, City officials and outside agencies.
Communicating clearly and concisely, both orally and in writing.
Establishing and maintaining effective working relationships with those contacted in the course of work.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years experience in managing a volunteer program.

Training:

Equivalent to the completion of the twelfth grade. Additional college level course work in criminal justice, crime prevention, or a related field is desirable.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens.

Physical Conditions:

Essential functions require maintaining physical condition necessary for sitting for prolonged periods of time; extensive use of computer keyboard; visual acuity for reading a variety of documents.