

## LARAMIE COUNTY LIBRARY SYSTEM JOB DESCRIPTION

<b>Job Title</b>	<b>FLSA Status</b>
VOLUNTEER COORDINATOR	NON-EXEMPT
<b>Division</b>	<b>Pay Range</b>
COMMUNITY/MEDIA RELATIONS	23

### 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, the Assistant Branch Manager, Foundation Director and other library personnel to determine what jobs or tasks need volunteers.
3. Refines and creates job descriptions and task instruction sheets for volunteer positions and updates as needed.
4. Recruits volunteers capable of performing tasks and filling job as described.
5. Screens volunteer applicants, selecting those who can successfully accomplish tasks and jobs as described.
6. Works closely with the Digital Marketing Specialist, Design Specialist, and CMR Manager for assistance in development of volunteer-related brochures, eNewsletters, social media posts, and handouts.
7. Works closely with the Design & Humanities Coordinator to develop exhibit set-up and break down instructions; recruits appropriate volunteers to help.
8. 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”, etc.
9. 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.
10. Creates and coordinates a team of volunteers that can work doing daily tasks such as stuffing overdue notices, sorting returned books, sorting gift books, etc.
11. Trains volunteers in regular on-going tasks and coordinates training of volunteers by library staff for specialized and/or one-time tasks for library staff.
12. Supervises volunteers. Monitors attitude, performance, attendance and levels of satisfaction with their jobs. Coaches, re-train, re-assigns and terminates volunteers as needed.
13. Accepts, reviews, and is responsible for ensuring volunteer applications are entered into Volgistics volunteer software; Maintains accurate records of volunteer applicants, volunteer personnel records, and volunteer tasks accomplished; number of volunteer hours, etc.

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14. Responds to volunteer, tour, and other inquiry requests on a timely basis (typically 36 to 48 hours after submission); ensure teachers' needs fit the resources of divisions within which they are touring.
15. Holds at least three orientation sessions for new or returning volunteers that explains volunteer expectations, requirements, rewards & recognition, Volgistics basics, and who to contact for more information. Orientation presentations are updated on a quarterly basis with pertinent statistics and relevant volunteer information.
16. Coordinates annual volunteer recognition event. Develops other forms of acknowledgment and rewards for volunteers.
17. Works with staff to ensure that volunteers are treated appropriately and valued. Works with County Librarian and/or Deputy Director of Public Service to develop written policies and procedures for volunteer workers.
18. Works one hour per week on the Greeter Desk exhibiting good customer service skills as assigned by the Manager, Community & Media Relations.
19. Keeps up to date in local and regional volunteer
20. Recruits within the community by speaking to community groups about volunteer opportunities and working with volunteer agencies such as RSVP.
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: Division Manager, Community & Media Relations

Supervises: Volunteers

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**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 2/17**