

CITY OF MONTGOMERY

POSITION DESCRIPTION

Position Title: Citizen Involvement (Volunteer)
Coordinator (part-time)

FLSA Status: Non-Exempt

Reports to: Community Engagement Director

Civil Service Status: Unclassified

General Function:

Is responsible to the Community Engagement Director to promote, sustain and recognize citizen involvement in and for the City of Montgomery. Recruits, assists in training and manages volunteers at events, on boards and commissions, citizen engagement efforts and for involvement in special projects. This position will interact with a diverse network of community groups, business associations and peers in other entities. Is committed to the mission, vision, and values of the City through ethical conduct, community stewardship, individual initiative and responsive service. Demonstrates leadership, management and technical skills through effective collaboration, using team resources, progressive decision making and personal responsibility.

Competencies:

Leadership

Exhibits behavior consistent with the mission, vision and values of the City of Montgomery.

Furtheres the mission, vision and values of the City through excellent customer service, creative problem solving, decision making, and stewardship of City resources.

Engages in and supports the long-term direction of the department through progressive strategic planning and departmental goal setting that is responsive to the needs of the community.

Contributes to a learning/thinking/renewing department through benchmarking, best practices, customer feedback and continuous improvement.

Provides teaching, mentoring and motivation to other employees within the organization through the sharing of knowledge, skills and information; is proactive in performing and improving his/her own work and suggests and participates in projects and activities to improve the function of the entire organization.

Demonstrates emotional intelligence in day-to-day work, decision-making and problem solving.

Initiates and suggests actions to improve departmental and City operations, employee performance, morale and work methods.

Demonstrates a commitment to provide and require excellent customer service through cooperative team and individual efforts.

Communication

Provides suggestions, advice and support to supervisor, department head, other City employees, employee teams, and the City's customers.

Communicates the City's mission, vision and values through words and actions.

Communicates effectively, both orally and in writing with the supervisor, department head, City employees, employee teams and the City's customers.

Works cooperatively with all City employees toward the common goal of providing high quality services.

Exhibits excellent interpersonal and human relationship skills. Demonstrates the ability to conduct oneself in a calm and professional manner when dealing with the public and/or difficult situations.

Demonstrates enthusiasm and energy in interactions with others.

Management

Participates in development and mentoring of staff to achieve a cohesive work unit consistent with the City's mission, vision, and values.

Assists in coordination of city-wide efforts to engage citizens as partners with the City to build trust and cooperation between citizens and government.

Plans and implements a variety of citizen recognition programs and events to thank participants and encourage continued involvement.

Evaluates all aspects of the citizen involvement program to ensure effectiveness and to recommend/implement changes as appropriate.

Is accountable for the delivery of quality services and work product as a part of the overall departmental and City-wide strategic direction, goals and objectives.

Contributes to a superior work culture through participation in training, departmental and task teams, and mentoring to develop leadership, management and technical skills in all employees.

Effectively manages multiple assignments and priorities to ensure the fulfillment of projects, tasks and responsibilities.

Assists in the preparation of, and adherence to, operational and capital budgets and exhibits good stewardship of the organization's resources.

Suggests and carries out procedures to assure the highest standards of risk management, employee safety and risk avoidance.

Technical Tasks

Recruits, interviews, orients, and places volunteers in continuing or short-term service with the City based on their interests, availability and skills. Includes identifying interested and qualified candidates for filling vacancies on boards and commissions.

Publicizes volunteer needs in the community including use of online tools, social media formats, email communications, bulletin articles, city information booths, and other public forums. Hosts and attends community events to attract quality volunteers. Use similar communications vehicles to extend timely recognition for contributions made by volunteers.

Surveys staff annually to identify citizen involvement opportunities that improve departmental and city-wide efficiency and link volunteers with specific skills and interests to take advantage of these opportunities in ways that are efficient and appropriate for both staff and volunteers involved.

Builds relationships with Montgomery Citizens' Leadership Academy alumni and current class participants, schools, civic and other local service groups through involvement and follow-up communications to recruit and retain volunteers.

Attends and supports staff with Connect Montgomery and District associations.

Maintains database of volunteers for easy access and to match interests with opportunities. Provides quarterly statistical and activity reports on volunteer participation to department team and in the Friday update.

Maintains positive relationships with staff, City Council, Commissions, and Committees to identify and address their volunteer needs when appropriate.

Develops and maintains relationships with other volunteer organizations within the area for both recruitment and professional development.

Assists with the planning and administration of various City activities and events as it relates to requested volunteer assistance. May manage or lead various City activities and events to share in the workload of the community engagement team.

Maintains active memberships in professional organizations that provide for continuing education in volunteer management.

Performs all job duties in compliance with the established rules and regulations of the Community Engagement Department and the City of Montgomery.

Demonstrates accountability and responsibility for completion of work assignments in the absence of a department supervisor; provides responsive and timely feedback to supervisory staff on status and progress of work activities.

Promotes safe work practices and ensures compliance with City safety policies.

Assists in the development of operating procedures, policies, rules and regulations.

Evaluates the purchase of City equipment; orders department supplies and equipment.

Prepares letters, reports, purchase requisitions, legal notices, memos, and other written documents.

Attends meetings, seminars, training programs, conferences and other related events.

Maintains individual knowledge and skills to be able to carry out all duties of position including the ability to work well with a diverse group of staff and volunteers.

Reviews and investigates complaints and requests for service(s).

Handles other responsibilities and duties as assigned or needed.

Equipment Used:

Operates automobile and current office equipment including: telephone, fax machine, copier, calculator, computer, paging and two-way radio equipment, and social media tools.

Location of Work and Physical Requirements of Position:

Must be able to safely and effectively operate a motor vehicle; demonstrate dexterity in the use of hands; must be able to move/transport oneself from one work site to another; must be able to perform lifting of departmental equipment, supplies, and tools; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, visual inspection involving small equipment and tools or detailed clerical work, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings

and activities; requires ability to work flexible hours (including nights and weekends); and be able to deal with stressful conditions in a calm and professional manner; work is performed primarily in the Montgomery City Hall or in other City facilities as required.

Minimum Requirements for the Position:

High School Diploma or G.E.D., supplemented by business related coursework and/or experience in comparable municipal office environment, Bachelors degree preferred; certification from a management of volunteers program and demonstrated history of volunteerism or volunteer supervisory experience preferred; ability to interact effectively with the public, agencies and staff at all levels; ability to use basic office software, spreadsheet, word processing, and databases; basic knowledge of the principles of customer service; demonstrated planning and organization skills; demonstrated leadership skills and abilities; ability to maintain effective working relationships; ability to communicate effectively, orally and in writing; must possess a valid driver's license from state of residency.

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