

CITY OF GLENDALE

TITLE: Police Volunteer Coordinator

CLASSCODE: 620

REPORTSTO: Commander

GRADE: 23

DEPARTMENT: Police Department

FLSA: E

JOB SPECIFICATION DATE: May 7, 2006 ame

JOB SUMMARY:

Recruits, trains and coordinates volunteers and evaluates Police Department volunteer programs and projects.

ESSENTIAL FUNCTIONS:

1. Recruits, trains and supervises volunteers; monitors and evaluates current departmental programs, and maintains all required incident reporting. Maintains a volunteer database, tracking attendance and volunteer hours. Conduct monthly meetings with volunteers.
2. Develops, implements and evaluates volunteer programs.
3. Presents recommendations on budget and program policies and procedures to the management team.
4. Maintains contact with departmental personnel, serving as liaison for service volunteers. Prepares personnel to assist volunteers in a supporting role.
5. Monitors and evaluates volunteer participation and performance to ensure volunteer satisfaction and high level of quality customer service.
6. Researches, writes and creates new training materials.
7. May seek funding sources to sustain related programs. Works with department advisor and City grant administrator to coordinate grant-funding activities.
8. Interacts with the community resolving related issues. Maintains contacts at the local, state and federal level keeping current on training information.

SECONDARY FUNCTIONS:

9. Performs other related functions as assigned.

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

Methods and techniques of volunteer recruitment and retention

Principles of public relations, including media resources

Various community, business, academic, and social organizations' resources in the field of volunteerism

Pertinent Federal, State and local laws, codes and regulations

Skill in:

Principles and practices of volunteer program administration
Computer operation and applicable software
Effective interviewing and public speaking techniques
Research and data analysis methods and techniques

Ability to:

Plan, organize, implement and coordinate a community and/or organizational-based volunteer program or project
Work a flexible schedule including weekends and evenings
Establish rapport with people of various ethnic and socio-economic backgrounds
Maintain confidentiality
Communicate effectively both orally and in writing with potential volunteers, employees, and the general public
Establish and maintain effective working relationships with volunteers, city departments, community service agencies, private business, elected officials and the public
Direct, supervise, and assign work to volunteers

WORKING CONDITIONS:

Office environment

MINIMUM QUALIFICATIONS:

Bachelor's Degree in Management, Marketing, Public Administration or related field, and three years experience coordinating volunteer programs and providing public safety education programs.

Any equivalent combination of training and experience that provides the required knowledge, skills, and abilities is qualifying.

SPECIAL REQUIREMENTS:

Valid Arizona driver's license