

Employment Application Packet:

**VOLUNTEER SERVICES COORDINATOR
LIBRARY**

Pay

Salary Range: \$3513 to \$4067 per month depending on qualifications, plus benefits. See reverse side for more information.

General Statement of Duties

Plans, coordinates, implements, recruits, trains and supervises outreach activities and volunteer staff; performs directly related work as required.

Acceptable Experience and Training

- Bachelor's degree in Public Relations, Communications, Human Services or a closely related field; and
- Some experience working with a diverse population of volunteers in a human services related field; and
- Some supervisory experience; or
- Any combination of experience and training which provides the equivalent scope of knowledge, skills, and abilities necessary to perform the work.

Special Qualifications

- Possession of a valid State Driver's License, and a safe driving record.

To Apply

A signed, completed City of Hillsboro employment application form and responses to the supplemental questionnaire **must be in the Human Resources Office no later than 5:00 p.m., Friday, February 12, 2010.** Application packets should be sent by mail, personal delivery, or overnight courier service. Please address application to the City of Hillsboro, Human Resources Department, 150 E. Main Street, Second Floor, Hillsboro, OR 97123-3999. For information about submitting applications by facsimile, contact the City Human Resources Office. Applications received after the filing deadline or without supplemental responses, will not be considered. Additional employment application packets are available at the above address or by calling 503-681-6455 (TTY 503-681-6284). Resumes will not be accepted in lieu of the employment application forms; however, resumes may be submitted in addition to the employment application. Qualified minorities and persons with disabilities are encouraged to apply.

Selection Process

Applications will be evaluated based on experience, training and skills presented in the employment application. Selected applicants will be invited to an interview approximately two weeks after the closing date. Criminal and civil record checks and reference checks will be

conducted on final candidates. A pre-employment physical examination and drug screening will be required for safety-sensitive positions. All applicants will be notified in writing of the final status of their application. Employment of persons hired by the City will be contingent upon presentation of acceptable documents verifying identity and employment eligibility in the United States.

Salary

All salaries, as stated, are based upon current information and are subject to change. Please carefully consider the following information before applying. Employees are assigned to one of two pay ranges, depending on retirement eligibility. The 72nd Oregon Legislature created the Oregon Public Service Retirement Plan (OPSRP). Public employees hired on or after August 29, 2003 become part of OPSRP, unless membership was previously established in PERS. Employees eligible for Oregon PERS/OPSRP are assigned to the PERS/OPSRP-eligible pay range and are subject to a mandatory 6% employee contribution. The starting salary for an Oregon PERS-eligible employee is \$3724 to \$4311 per month (depending on qualifications). Persons not eligible for Oregon PERS at the time of hire will start at the salary listed on the prior page and will move to the PERS-eligible pay range when eligibility is established. PERS/OPSRP eligibility is established after working six full-calendar months in a qualifying position.

Our pay policy states appointment is normally made at the minimum salary of a six-step pay range. Our policy further states employees will receive a five percent step increase upon successful completion of a probationary period (typically six months). Other five percent step increases occur annually thereafter with at least satisfactory performance until the top of the range is reached. In addition to step increases, cost of living adjustments are considered by City Council on an annual basis. Again, salary amounts and our compensation policy, as stated, are based upon current information and are subject to change.

Benefits

The benefits package includes family medical, dental, and vision insurance, VEBA, employee life, accidental death and dismemberment, and long-term disability insurance, retirement (PERS/OPSRP and social security), holidays, vacation, sick leave, voluntary health promotion program, employee assistance program, credit union, and deferred compensation programs. The current base benefit package employee contribution is \$35.00 per month and is subject to change.

Equal Employment Opportunity

The City of Hillsboro is an Equal Employment Opportunity employer. All qualified persons will be considered for employment without regard to race, color, religion, sex, sexual orientation, national origin, age, marital status, genetic, mental or physical disability. Applicants who feel their civil rights have been violated at any time during the course of their consideration for employment with the City of Hillsboro should contact the Human Resources Department immediately. Applicants who consider themselves disabled under federal or state law and desire assistance should contact the Human Resources Department. Find general information about the City at www.ci.hillsboro.or.us

City of Hillsboro, Oregon

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Volunteer Services Coordinator
Class Code Number	2060

General Statement of Duties

Plans, coordinates, implements, recruits, trains and supervises outreach activities and volunteer staff; performs directly related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to provide program planning, coordination, implementation, recruitment, training, and supervision to volunteers and for related outreach activities. The work is performed under the supervision and direction of an assigned supervisor, but considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over all volunteers for the Department. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with assigned supervisor, Department personnel and other City employees, the news media, public officials, and the general public. The principal duties of this class are performed in a general office setting. This is a non-exempt position.

Examples of Essential Work (Illustrative Only)

- Plans, manages and supervises the Department's Volunteer Program, including recruiting, training, scheduling, and supervising volunteers, developing, planning, implementing, and administering a variety of programs utilizing volunteers, evaluating and initiating program changes, participating in the design of new programs, and maintaining accurate records and reports;
- Develops the Volunteer Program, including developing the policies and procedures for the program, keeping within the guidelines of the Department as well as within City, State, and Federal program policies;
- Promotes and markets volunteer programs and services;

- Coordinates the management of volunteer staff, including preparing support materials, establishing contact lists and timekeeping systems, determining effective placement of volunteers within specific programs, and assessing individual performance;
- Manages placement, coaching, discipline and dismissal of volunteer staff, and arranges for further training with appropriate department divisions;
- Serves as a liaison between the Department, citizen groups, the media, and other agencies in the community;
- Conducts orientation sessions for both new and experienced volunteers;
- Assists with preparation of annual volunteer services budget for the Department, and is responsible for oversight and expenditure of the volunteer program's monies;
- Prepares grant applications and administers grants;
- Keeps immediate supervisor and designated others accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills, and Abilities

- Thorough knowledge of practices and principles of effective volunteer recruitment techniques;
- Thorough knowledge of effective program management principles and practices;
- Thorough knowledge of effective motivation and supervision of volunteers;
- Thorough knowledge of effective supervisory principals, methods and practices;
- Thorough knowledge of alternative funding sources;
- Some knowledge of practices and principles of public/business administration practices and decision making;
- Some knowledge of department operations, activities, procedures and needs;
- Ability to develop consensus;
- Ability to work with youth and adult volunteers, including those with special needs;
- Ability to demonstrate appropriate leadership and workplace behaviors;
- Ability to effectively supervise, train, plan, and evaluate the work of others;
- Ability to deal effectively with distraught and/or difficult individuals;
- Ability to conceptually analyze and implement policy and program development;
- Ability to understand community and volunteer needs with respect to diversity in the workplace, including possessing and demonstrating strong interpersonal skills;
- Ability to effectively and productively manage and/or participate in a team environment, including developing a team approach to producing high quality results;
- Ability to apply internal and external customer service skills;
- Ability to communicate effectively both orally and in writing with a diverse population of employees, contractors, public officials, other agencies, the media, and the general public;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;

- Ability to understand and follow oral and/or written policies, procedures, and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity, and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Bachelor's degree in Public Relations, Communications, Human Services or a closely related field;
and
- Some experience working with a diverse population of volunteers in a human services related field;
and
- Some supervisory experience; or
- Any combination of experience and training which provides the equivalent scope of knowledge, skills, and abilities necessary to perform the work.

Special Qualifications

- Possession of a valid State Driver's License, and a safe driving record.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which enables the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which enables the employee to review a wide variety of materials in electronic or hard copy form;
- Sufficient manual dexterity, with or without reasonable accommodation, which enables the employee to operate a personal computer, telephone, and other related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which enables the employee to efficiently function in a general office environment.
- Sufficient ability to lift supplies and equipment ranging in weight up to 45 pounds.

December 2008

Employer	Immediate Supervisor and Title	May we contact for reference? <input type="checkbox"/> yes <input type="checkbox"/> no
Address		Phone
Job Title	From: Mo. ____ Yr. ____ Full-time Part-time (circle one) To: Mo. ____ Yr. ____ if part-time, number hrs/wk ____	Starting pay Ending pay
Description of job duties:		
Reason for leaving:		
Employer	Immediate Supervisor and Title	May we contact for reference? <input type="checkbox"/> yes <input type="checkbox"/> no
Address		Phone
Job Title	From: Mo. ____ Yr. ____ Full-time Part-time (circle one) To: Mo. ____ Yr. ____ if part-time, number hrs/wk ____	Starting pay Ending pay
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Employer	Immediate Supervisor and Title	May we contact for reference? <input type="checkbox"/> yes <input type="checkbox"/> no
Address		Phone
Job Title	From: Mo. ____ Yr. ____ Full-time Part-time (circle one) To: Mo. ____ Yr. ____ if part-time, number hrs/wk ____	Starting pay Ending pay
Description of job duties:		
Reason for leaving:		

REFERENCES

List the names of three persons other than former employers and relatives having knowledge of your character, experience, or ability.

NAME	ADDRESS	RELATIONSHIP	PHONE

Do you claim veteran's preference? Yes No (circle one)
 (Copy of Federal DD 214 or 215 or a veteran's disability preference letter from the US Department of Veterans Affairs **must** be attached.)

Have you ever been convicted of a felony? Yes No (circle one)
 (Please exclude cases processed in the juvenile court or expunged convictions.)

Conviction does not necessarily disqualify you from employment.

RELEASE OF INFORMATION

I understand that this application does not represent a contract of employment. I also understand that if I am employed by the City of Hillsboro, my employment can be terminated with or without cause during my probationary period or seasonal/temporary status of employment, and thereafter in accord with City policy which may be revised by the City periodically.

I affirm that each answer to the questions incorporated into this application and all other information otherwise furnished by me is and shall be true, complete, and correct. I understand that falsification, misrepresentation or omission of information on my application may result in disqualification of my application, or dismissal from employment if I am employed. I also understand that failure to sign the application form below may disqualify me from the employment selection process. Within not more than three (3) days of employment, I will provide proof as required on the US Government, I-9 Form that I am legally eligible for employment in the United States. If I cannot provide such proof in accordance with federal Law, I understand that I will be terminated.

I understand that criminal and civil court/law enforcement records, motor vehicle driving records, education verification and reference checks will be conducted on final candidates prior to an offer of employment.

I have read and understand that by signing this application, I authorize the City of Hillsboro to conduct and hold the City of Hillsboro harmless from any result of the reference and background check that the City makes. I hereby authorize and release from all and any liability whatsoever all former employers and their employees, educational institutions, law enforcement agencies, and/or other government agencies, who I hereby request to provide/release information to and candidly respond to any inquiries of the City of Hillsboro and its agents regarding my employment, character, job performance, ability, education, criminal and civil court/law enforcement records, and motor vehicle records, that may be in their possession.

Applicant's Signature: _____

Date: _____

CITY OF HILLSBORO
VOLUNTEER SERVICES COORDINATOR - LIBRARY
SUPPLEMENTAL QUESTIONNAIRE

Please prepare word-processed, handwritten or typewritten responses to the following supplemental questions. Relevancy of your experience and training together with composition, grammar, spelling, punctuation, legibility, and neatness will be considered when evaluating responses. Provide as much detail as you believe will fully describe your experience and training. Responses should not exceed a total of four (4) single-sided pages. Your name must appear on each page. Staple responses to your employment application. Applications without any supplemental response will not be considered.

1. Describe the major components of a successful volunteer program and give examples of how you have been directly involved in each component.

2. The Hillsboro Public Library volunteer program involves more than 500 people a year who contribute a total of more than 24,000 hours per year. Volunteers work at any and all hours that the library is open and that includes nights and weekends. The Volunteer Services Coordinator works 40 hours a week but must be available to interview potential volunteers and orient new volunteers at odd hours if necessary, or host volunteer groups on a holiday if necessary. Please describe your previous job experiences that required a flexible schedule and how you dealt with it.

3. The Hillsboro Public Library serves a diverse community and our volunteers reflect that diversity. Please describe your experience dealing with a diversity of volunteers and give specific examples of your experience and accomplishments in this area.

4. What appeals to you about this position and why are you the best candidate?

5. Describe your ability to speak, read, write and comprehend the Spanish language. Also please list any high school or college Spanish courses taken, other relevant training and any practical experience using your Spanish/English bi-lingual skills. Please indicate if you are bilingual in any other languages.

What is your own assessment of your skills in Spanish? (please circle one)

NONE SOME ABILITY COMPETENT VERY COMPETENT

