

Job Information

Job title	Volunteer Coordinator - Recreation	C242	
Title of immediate supervisor	Manager of Community Services		
Department/Division	Parks & Recreation/ Recreation		
Prepared by	Josh Blenkin		
Date Created	9/20/2017	Revised date	
Dept Head Signature		Date	10/12/2017

Job Purpose

Develops, plans, coordinates and evaluates the Recreation Volunteer Program. Ensures successful program delivery and community engagement by providing leadership, mentoring and support to 150+ volunteers across the division.

Duties and Responsibilities

- Creates, plans, implements, promotes and evaluates Volunteer Recreation Program.
- Recruits and orients new volunteers for participation in Recreation programs and events.
- Provides ongoing volunteer support, coordination, mentoring, evaluation, motivation, recognition and retention.
- Provides leadership through the promotion of friendly and positive relationships with all clientele and staff and displays excellent customer service by responding to enquiries from internal and external customers in a tactful and courteous manner.
- Facilitates divisional planning for volunteerism and provides recommendations to management.
- Promotes community development through liaison with community agencies and community groups.
- Manages volunteer database, procedures and systems effectively and trains and supports staff in its use.
- Builds and maintains positive relationships with volunteers and those staff supporting volunteers by attending division events and programs.
- Oversees the marketing and promotion of their program area and prepares program brochure copy and other program advertising as necessary.
- Maintains records and statistics on volunteer engagement and produces reports as required.
- Plans, coordinates and makes presentations at volunteer activities, training and recruitment events.
- Conducts division, community and participant needs analysis as appropriate for program improvement.
- Participates in the section's budget development and is responsible for the expenditures and revenues of their program area.
- Ensures effective use of public resources and optimizes volunteer engagement.
- Performs other related duties as required.

Qualifications

- Two years post-secondary education in recreation, leisure studies or related field.
- Two years of experience in volunteer management in a parks and recreation setting and one year of recreation programming experience.
- An equivalent combination of education and experience may be considered.
- Volunteer Management Certificate is an asset.
- Experience with volunteer management software is an asset.
- Satisfactory Police Information Check.
- Valid Class 5 BC Driver's Licence and personal vehicle for work related use.

Physical Requirements

No physical activity required.

Working Conditions

Works in an office environment.