

# Community Volunteer Coordinator

| Menlo Park Fire Protection District

Revision Date:	Origination Date: December 20, 2022	Bargaining Unit: AFSCME
CalPERS Classification: Miscellaneous	EEOC Category: Administrative Support Workers	FLSA Status: Non-Exempt

## Purpose

---

Under general direction of the Fire Marshal, plan, organize, and coordinate outreach and retention of District volunteers; support and collaborate with community volunteer programs and groups; and engage community volunteers to assist with activities led by the District's programs, education, stewardship, and events.

## About the Role

---

This is a single-position, non-safety classification with responsibility for engaging, supporting and collaborating with District volunteers and community volunteer groups to build a resilient community that can aide in emergency response and recovery efforts. The incumbent will focus on program development and outreach efforts by engaging a community of volunteers and establishing a collaborative partnership with internal and external volunteer programs.

## Key Duties

---

1. Administers the volunteer program, and the recruitment and retention of volunteer membership, including communication, training and organizing volunteers.
2. Develops and maintains complete and accurate records of volunteers, service hours, policies, procedures, and criminal background checks.
3. Works with local non-profit groups and faith-based organizations in outreach, education and preparedness efforts.
4. Coordinates speaking engagements and programs with community organizations, including local governmental agencies, residents, schools, businesses and community-based groups.
5. Leads the District's social media presence, prepares social media posts, and other materials for public consumption.
6. Supports community-based efforts to build neighborhood-level emergency preparedness.
7. Develops and maintains strong, positive relationships with collaborative partners ensuring that mutually agreed upon expectations are being met.
8. Fosters volunteer involvement, activities, and coordinates volunteer recognition events.
9. Provides instruction or instructional assistance for Community Emergency Response Team (CERT), Cardiopulmonary Resuscitation (CPR), and other related training as needed.
10. Produces informational and promotional materials, including written documents, electronic media, including a cloud-based app and videos; maintains materials, such as props, slides, videos, films, and other educational documents; sets up and operates audio-visual equipment.
11. Provides information orally and in writing to city agencies, partner organizations, community organizations and the general public by answering questions.
12. Completes projects and studies, gathering and evaluating information from various sources, both within and outside the District; prepares appropriate reports; reviews feasibility projects and proposed programs and makes recommendations.

13. Operates computers for data entry and word processing; keeps records and prepares information sheets and statistical, departmental, and special reports.
14. Performs other related duties and responsibilities as assigned.

## Minimum Qualifications

---

### Knowledge of:

- Principles, techniques, tools and media platforms used in volunteer outreach and public relations.
- Principles and practices of volunteer management.
- Research techniques and methods of report preparation.
- Applicable and basic federal, state, and local laws, regulations, codes, standards, and ordinances related to fire protection and life safety.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Education methodology as it pertains to fire safety training.
- CPR and first aid.
- Emergency preparedness operations and plans; incident command systems (ICS), National Incident Management Systems (NIMS) and standard emergency management systems (SEMS).

### Ability to:

- Successfully lead the coordination of volunteers and their work for events of all sizes.
- Work well with people of diverse backgrounds, ages, abilities, and cultures.
- Learn applicable national, state, and local laws, regulations, standards and ordinances related to fire protection and life safety.
- Communicate in writing and verbally with diverse audiences.
- Prepare and present a wide variety of multi-lingual informative materials.
- Develop, maintain and track volunteers in a volunteer database.
- Research information and collect and analyze data.
- Plan, coordinate and prioritize workload.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Learn and effectively apply local, state, and federal laws and regulations.
- Represent the District effectively and professionally in contact with representatives of other agencies and the public.
- Take a proactive approach to customer service issues.
- Apply the principles of public speaking and education.
- Diffuse difficult situations and people.
- Make/recommend process improvement changes to streamline procedures.
- Performs assignments and maintain equipment in a safe manner; understand and carry out safety policies, rules and regulations; properly uses safety equipment.
- Maintain confidentiality regarding sensitive information.
- Teach and certify citizens and employees in CPR and first aid.
- Establish and maintain effective working relationships with those contacted in the course of work.

## Experience and Training

---

Any combination of experience and training that provides the required knowledge, skills, and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience: Three (3) years of significant, full-time experience managing volunteers, non-profit, or community relations services, teaching, and/or working with emergency service organizations.

## Special Requirements & Working Conditions

---

License: Possession of a valid California driver's license Class C.

Physical: Must possess mobility to work in an office setting and use standard office equipment, including a computer; operate a motor vehicle and visit various District and meeting sites; read printed materials and a computer screen; and effectively communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

Environment: Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. May work weekends or be assigned irregular work hours during the day or evening.

---

**The Menlo Park Fire Protection District is an Equal Opportunity Employer.**

**In compliance with the Americans with Disabilities Act, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.**