



Gavin Newsom
Mayor

Micki Callahan
Human Resources Director

**NOTICE OF FINAL ACTION TAKEN BY THE
HUMAN RESOURCES DIRECTOR**

Date: February 9, 2010

Re: **Notice of Proposed Classification Actions –Final Notice No. 29 FY 2009/2010 (copy attached)**

In the absence of requests to meet addressed to the Human Resources Director, the classification actions contained in the above referenced notice became effective February 9, 2010.

Micki Callahan
Human Resources Director

by:

A handwritten signature in black ink, appearing to read "Steve Ponder", written over a horizontal line.

Steve Ponder
Classification and Compensation Manager
Human Resources

cc: All Employee Organizations
All Departmental Personnel Officers
Micki Callahan, DHR
Cathy Abela DHR
Carmela Villasica, DHR
Linda Cosico, DHR
Christina Fong, DHR
Rich David, DHR
John Leon, DHR
Anita Sanchez, CSC
Harvey Rose, Budget Analyst
Tinhha Luong, CON
Ron Bladow, MTA
Johnny Zabala, CON
RAS Team Leader(s)
DHR Support Services
File

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Rule 109. In the absence of requests to meet addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 29
Fiscal Year: 2009/2010
Posted Date: February 03, 2010

***AMEND THE FOLLOWING JOB SPECIFICATION(S):
(Final job specification attached.)***

Item #	DEPT/ DIVISION	Class/Title
1	HRD	3374 Volunteer/Outreach Coordinator

For additional information regarding the above proposed action, please contact Cathy Abela at (415) 557-4933 or e-mail her at Cathy.Abela@sfgov.org.

Requests to meet on an item should be addressed to the Human Resources Director, 1 South Van Ness, 4th Floor, San Francisco, CA 94103. All requests must be received in writing no later than close of business seven (7) calendar days from the posting date. FAX'd copies will be accepted as timely with original to follow. Copies of this notice may be obtained from the Information Center, 1 South Van Ness, 4th Floor or from DHR's website at: <http://www.sfdhr.org/index.aspx?page=109>

cc: All Employee Organizations
All Departmental Personnel Officers
Anita Sanchez, CSC
Harvey Rose, Budget Analyst
Christina Fong, DHR
Carmela Villasica, DHR
Linda Cosico, DHR
RAS Team Leader(s)
DHR Support Services
Martin Gran, DHR
Steve Ponder, DHR
Cathy Abela, DHR
Clare Leung, MTA
File

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

Title: Volunteer/Outreach Coordinator
Job Code: 3374

INTRODUCTION

Under general direction coordinates, manages and oversees a volunteer services program and related outreach/public information functions.

DISTINGUISHING FEATURES

At the Department of Animal Care and Control, the incumbent reports to the Department's Deputy Director, serves as a member of the management team and coordinates all volunteer services, community affairs and related public information functions. At the Department of Recreation and Parks, incumbents report to the Director of Volunteer Services, and coordinate and manage an area of the department's city-wide volunteer program, such as natural areas, trails, recreational programs, service learning/environmental education and/or parks.

Supervision Exercised: May supervise assigned staff, interns and volunteers.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. At the Department of Animal Care and Control, plans, directs and oversees the operation of a volunteer program, community affairs, and related public relations/information functions; assesses productivity, sets goals and establishes work-related priorities; recommends and implements policies and procedures for volunteer, community affairs and related public relations/information programs; works with managers to identify needs and opportunities for utilization of volunteers, and ensures that programs address and meet department needs.
2. At the Department of Recreation and Park, plans, directs and oversees an area of the department's city-wide volunteer program, such as natural areas, trails, recreational programs, service learning/environmental education and/or parks; assesses productivity, sets goals and establishes work-related priorities; recommends and implements policies and procedures for assigned program; works with managers, staff and coordinators of other volunteer programs to identify needs and opportunities for utilization of volunteers, and to ensure that assigned program addresses and meets department needs: and participates as a team member to support all areas of the volunteer program. The duties include working with youth and adult volunteers in the field.
3. Recruits, screens and oversees the training and retention of volunteers; coordinates, schedules, monitors and evaluates their work to assure maximum program coverage and effectiveness; assures that all departmental procedures are followed; handles public inquiries and any problem situations that may arise involving volunteer programs or staff.
4. Designs, develops and implements training and orientation classes in a variety of areas including program procedures, applicable laws and departmental policies, techniques for dealing effectively with the public, use of educational and interpretive materials, and other areas specific to department and program mission and goals.
5. Establishes and maintains contacts and relationships with schools, community and corporate groups, other City departments, community leaders, and representatives of

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DEPARTMENT OF HUMAN RESOURCES**

Title: Volunteer/Outreach Coordinator
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outside agencies and the media; develops and organizes community and media events, public service announcements, press releases and other publications to promote and publicize department functions and programs.

6. Organizes and implements service learning programs, educational workshops, events and presentations to local groups, schools and civic organizations; conducts tours for visiting professionals, the media and members of the public.
7. Develops, produces and distributes newsletters, information flyers and other written material, including use of desktop publishing software, and is responsible for updating information on department/program website.
8. Maintains schedules, timesheets, files and records for volunteers, including basic database management and development of statistical data; orders and maintains supplies, tools and equipment for program.
9. Participates in fund development activities for program/department, such as organizing events, grant writing and development of partnerships with other organizations.
10. Performs related duties as required.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

- Knowledge of: basic management, training and human/public relations principles and practices.
- Ability to: plan, direct, schedule and oversee the operation of a volunteer program; recruit, screen, select, train, supervise, retain, and evaluate volunteer staff; effectively prioritize multiple tasks for self and others; analyze information in order to identify issues and implement solutions; deal tactfully and effectively with staff, representatives of other departments and agencies, various community groups, the media, and members of the public from a variety of cultural and socioeconomic backgrounds; establish and maintain effective, cooperative and professional working relationships; make presentations to the public in small and large groups and through the media; speak clearly and effectively in order to communicate work-related information to individuals and groups in a manner that is appropriate to the audience; prepare clear and effective work-related written material, including training materials and instructions, newsletters, information flyers and other written material; use a computer to access, input and retrieve work-related information and to prepare written documents.
- Positions at the Department of Animal Care and Control require familiarity with the workings of an animal welfare organization, animal shelter or animal control program and the ability to learn laws and regulations relating to domestic pets, animal shelter procedures and methods of safely and humanely handling animals.

MINIMUM QUALIFICATIONS

These minimum qualifications are to be used as a guide for establishing the education, training, experience, special skills and/or license which may be required for employment in the class. Although these minimum qualifications are typical of the class, additional minimum qualifications and special conditions may apply to a particular position and will be stated on the job

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DEPARTMENT OF HUMAN RESOURCES**

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announcement.

1. Possession of a baccalaureate degree from an accredited college or university; AND
2. One year (2000 hours) of experience supervising, coordinating or directing volunteer services and/or community outreach services in an organization which provides services to the public.

Substitution: Additional experience supervising, coordinating or directing volunteer and/or community relations services, as described above, may be substituted for up to two years of the required baccalaureate degree on a year-for-year basis.

LICENSE AND CERTIFICATION

PROMOTIVE LINES

ORIGINATION DATE: 9/18/89

AMENDED DATE: 9/26/02, 8/8/06, 2/9/10

REASON FOR AMENDMENT *To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.*

BUSINESS UNIT(S): COMMN
