

**CITY OF BOULDER
VOLUNTEER POSITION DESCRIPTION**

DATE: 3/2021

POSITION TITLE: Assistant Bill Payer/Organizer Program Coordinator

EMPLOYEE GROUP: Volunteer

DEPARTMENT/DIVISION: Housing and Human Services/Older Adult Services

OVERALL JOB OBJECTIVE:

Under general supervision, to provide office and clerical assistance to the Bill Payer/Organizer Program Coordinator.

DUTIES AND RESPONSIBILITIES:

1. Tracks and files volunteer visitation reports in database and paper files where appropriate.
2. Assists with administrative tasks involving volunteer training & recruiting
 - Filing volunteer paperwork- Application, reference checks, background checks
 - Requesting background checks and reference checks
 - Sets up new volunteers in database
 - Helps prepare for training sessions for new field volunteers
 - Responds to potential field volunteers with information about program
3. Assists with client and volunteer communications where appropriate by email or phone
4. Reports to Program Coordinator
 - Issues with clients or volunteers to be addressed
5. Assists Program Coordinator as needed
 - Maintains waitlist
 - Creates forms, reports and surveys
 - Other duties as needed
6. Other:
 - Takes proper safety precautions to prevent accidents. Responsible for the safety of self, others, materials, and equipment. Uses all required safety equipment and follows all safety regulations, policies and procedures. Reports all accidents and damage to city property.
 - Is responsible for knowing and complying with all city and department policies and procedures.

Generally, duties and responsibilities are listed from most to least critical or time consuming.

CITY VISION AND VALUES:

The City of Boulder is committed to service excellence for an inspired future and the following values:

- **Customer service** - We are dedicated to exceeding the expectations of our community and our co-workers by demonstrating consistent and professional service with a solution-oriented approach.
- **Respect** - We champion diversity and welcome individual perspectives, backgrounds and opinions. We are open-minded and treat all individuals with respect and dignity.
- **Integrity** - We are stewards of the public's trust and are committed to service that is transparent and consistent with city regulations and policies. We are honorable, follow through on our commitments and accept responsibility.
- **Collaboration** - We are committed to organizational success and celebrate our shared dedication to

public service. We believe community collaboration and the sum of our individual contributions leads to great results.

- **Innovation** - We promote a forward-thinking environment that supports creativity, calculated risks and continuous improvement. We embrace change and learn from others in order to deliver leading edge service.

ORGANIZATIONAL STRUCTURE:

(1) TITLE OF IMMEDIATE SUPERVISOR: Older Adult Client Services Coordinator who is current Bill Payer/Organizer Program Coordinator and/or Older Adult Services Program Manager

(2) TITLE(S) OF POSITION(S) OVER WHICH THIS POSITION HAS DIRECT SUPERVISION: None

REQUIRED MINIMUM QUALIFICATIONS:

Strong verbal and written communication skills. Well developed listening and interpersonal skills. Sensitivity to persons from diverse cultures including older adults. Demonstrated ability to handle multiple tasks and good organizational skills in a fast-paced environment. Proficiency in Word and use of a computer. Ability to work independently or with minimal supervision in a team environment. Ability to maintain accurate records in a timely manner. Acceptable background information including criminal conviction record and credit history. Valid Colorado driver's license, and acceptable motor vehicle record.

DESIRED QUALIFICATIONS:

Experience and/or education relating to older adults. Experience working with volunteers.

WORKING CONDITIONS - Required Physical and Mental Effort, and Environmental Conditions:

Physical and Mental Effort: Primarily sedentary physical. Sufficient vision or other powers of observation that permits the volunteer to review, evaluate and prepare a variety of written documents and materials. Sufficient clarity of speech and hearing or other communication capabilities that permits the volunteer to communicate effectively on the telephone and in person. Sufficient personal mobility and physical reflexes, which permits the volunteer to work in an office setting. Work may include extended periods of time viewing a computer video monitor and/ or operating a keyboard.

Work Environment: Works primarily in clean, comfortable environment. Works in a setting subject to continuous interruptions and background noises.

Machines and equipment used include, but are not limited to, the following: Frequently uses standard office equipment including personal computers, telephones, calculators and copy/fax machines.

ACCOMMODATIONS: Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this position.

Note: The above description is illustrative only. It is not meant to be all-inclusive.