



## Grand Traverse County, MI Job Description

### Volunteer and Travel Specialist

#### GENERAL SUMMARY

The primary function of the job is to coordinate travel and volunteer opportunities. The volunteer and travel specialist will match volunteers to Senior Center Network (SCN), Commission on Aging (COA) and Parks and Recreation program activities and events. The employee will also plan and coordinate travel opportunities for the SCN Members. The employee will manage volunteer recruitment, training, and travel opportunities. Employees in this job have no formal supervisory role, however, work as part of a team and are responsible for ensuring that the team meets its objectives.

Employees must meet the minimum requirements and conditions of employment and be able to successfully perform all essential duties and responsibilities with or without any reasonable accommodation.

#### PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Recruits and trains citizen volunteers through formal training sessions, and continuously monitors to ensure program requirements are met.
- Maintains contact with and support for volunteers through written and verbal communications.
- Maintains contact with community partners and other supportive agencies.
- Plans, organizes, and implements travel opportunities, volunteer programs and events to provide improved services.
- Provides comprehensive customer service, including delivery of accurate, prompt, and courteous assistance complex policies, guidelines, and standard practices to internal and external customers, both verbally and in writing.
- Prepares invoices, payments, and schedules for travel program.
- Enters, verifies, and reconciles information and data. May develop spreadsheets, databases, or reports.
- Processes, compiles, research, and analyzes information, and prepares and verifies reports, correspondence, and other documents utilizing applicable software, within established procedures when required.
- Sorts, files, and maintains materials and filing systems (paper, computer or imaging), retrieves file materials, and keeps a record of file movement.
- Creates forms, calendars, newsletters, brochures, pamphlets, flyers, and/or other collateral materials in support of program operations and activities.
- Participates in and/or reports to a variety of meetings, committees, professional associations, Boards, and/or other related groups when required.
- Performs other duties as assigned.

**EDUCATION, FORMAL TRAINING, AND EXPERIENCE** (minimum requirements)

- Associate degree in a related field
- Two to four years related experience.
- Bachelor's degree in a related field may substitute for up to one year of experience.

**CERTIFICATIONS, LICENSES**

- Driver's License and Passport (or ability to obtain one).

**CONDITIONS OF EMPLOYMENT** (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check will be required initially and may be required periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include but is not limited to confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

**DISTINGUISHING CHARACTERISTICS**

Work involves evaluating the relevance and importance of theories, concepts, and principles and developing different approaches or tactical plans to fit specific circumstances. Guidelines may exist but are flexible and open to considerable interpretation requiring independent judgment, personal discretion, and resourcefulness are needed to interpret and apply guidelines. Errors at this level could cause serious, long-term consequences involving substantial financial costs, significantly reduced service to the public, and/or negative media reaction, affect others outside of a department and may require the intervention of a supervisor to resolve.

This job is not part of a series.

**PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS**

- Work is performed in an office environment.
- May be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel.
- May occasionally be required to lift/move up to 50 pounds.

**KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES** (minimum requirements)

- Proficiency in English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Knowledge and ability to use a personal computer to prepare reports, maintain records, search for and compile data.
- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- Skill in operation of modern office equipment such as personal computers, facsimile, copiers, scanners and telephones.
- Ability to assess volunteer capabilities to place in an appropriate volunteer work setting under the direction of a supervisor.
- Ability to consistently demonstrate sound ethics and judgment.
- Ability to apply sound judgment, solve problems, make effective decisions, and act with integrity.
- Ability to facilitate and coordinate meetings effectively and efficiently.
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job.
- Ability to accurately organize and maintain paper documents and electronic files.
- Ability to maintain the confidentiality of information and professional boundaries.
- Ability to think analytically and apply sound judgment, solve problems, make effective decisions, and act with integrity.
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job.