



**COUNTY OF SANTA CLARA
INVITES APPLICATIONS FOR THE POSITION OF:**

**Parks Program Coordinator - Volunteer
Program**

An Equal Opportunity Employer

SALARY

\$39.40 - \$47.68 Hourly \$3,151.92 - \$3,814.48 Biweekly \$6,829.16 - \$8,264.71 Monthly
\$81,949.92 - \$99,176.48 Annually

ISSUE DATE: 05/29/20

FINAL FILING DATE: 06/29/20. If the Final Filing Date states "Continuous", the application filing period may close any time after ten business days from the issue date of this job announcement if sufficient qualified applications have been received. Therefore, it is important to submit your application as soon as possible.

THE POSITION

This position is located in the Parks and Recreation Department and is responsible for the development, recruitment, and coordination of docent and volunteer programs, including volunteer recruitment for short- and long-term opportunities, assisting volunteers with the application and placement process, assisting park staff with projects and the placement of volunteers, the development of volunteer opportunities and events, coordinating with volunteers and staff to plan and manage events, and monitoring and updating volunteers using a volunteer management software system.

In addition to meeting the employment standards, candidates must also possess experience coordinating or leading volunteer programs or projects, or planning large-scale events for volunteer programs.

Under general direction, to research, coordinate, implement, and evaluate park programs, special events, outreach activities, and day-to-day operations.

TYPICAL TASKS

- Assists in planning, organizing, and facilitating park operations and maintenance;
- Coordinates interactions with partners, volunteers, staff, contractors, licensees, and leaseholders;
- Plans, coordinates, implements, evaluates, and develops recommendations to improve a variety of park programs, special events, and community outreach activities;
- Schedules, assigns work, trains, and instructs assigned staff, volunteers, and docents;
- Recruits, orients, evaluates, and recognizes park volunteers, contractors, and docents;
- Assists in the development and implementation of service agreements and contracts;
- Evaluates and reports on the progression of service agreements and contracts;
- Collaborates with field operations staff, other County/public agencies, community organizations, and partners to secure and schedule programs, special events, and/or the special use of park facilities;
- Explains and interprets park policies and procedures to cooperative partners and others under agreements or contracts;

- Prepares correspondence and writes reports related to departmental programs; may present to various groups;
- Reviews, approves, and generates a variety of materials for marketing, informational, or educational purposes;
- Initiates supply and equipment orders for park programs and events, and manages related inventory;
- Gathers, develops, furnishes, and maintains accurate data, records, and files of departmental programs, activities, and operational expenses to assist in grant writing, reporting, and budget preparations;
- May perform minor custodial duties related to maintenance of park facilities, exhibits, and open space;
- Supervises and operates park visitor centers and gift shops;
- Maintains specialized equipment and materials;
- May supervise staff responsible for assisting in the facilitation of day-to-day operations or specialized programs;
- May be assigned as a Disaster Service Worker, as required;
- Performs other related duties, as assigned.

EMPLOYMENT STANDARDS

Sufficient education, training, and experience to demonstrate the possession and direct application of the following knowledge and abilities.

Training and Experience Note: The required knowledge, skills, and abilities are attained through training and experience equivalent to possession of a Bachelor's Degree,

and

Two (2) years of work experience coordinating or leading programs, projects, or planning large-scale events.

One (1) year of the required experience must have been in the field of the specialized program(s) when it can be demonstrated that: 1) it is an absolute necessity for the successful operation of the program(s); 2) that the Parks Program Coordinator will be held accountable for the specialized knowledge.

Special Requirements:

- Ability to travel to alternate locations in the course of work. If driving, possession of a valid California driver's license prior to appointment and the ability to qualify for and maintain a County driver authorization;
- Possession of valid Advanced First Aid and CPR certificates issued by the American Red Cross before completion of the probationary period.

Knowledge of:

- A wide range of historical, cultural, natural history, and ecological concepts;
- Techniques and strategies for working with diverse ethnic populations and community groups;

- Applicable Federal, State, and local laws, policies, codes, and ordinances;
- Program development and evaluation;
- Techniques and strategies for recruiting, leading, training, supervising, and mentoring staff and volunteers;
- Techniques of organizing and motivating groups;
- Computer applications, such as word processing, spreadsheets, and databases.

Ability to:

- Work independently and in a team environment;
- Investigate and respond to complaints, assemble information, and prepare detailed written reports;
- Interpret and apply applicable Federal, State, and local laws, policies, codes, ordinances, and regulations;
- Communicate effectively, both orally and in writing, with those contacted in the course of work;
- Plan, organize, coordinate, and evaluate programs, special events, and activities;
- Recruit, train, motivate, direct, supervise, and monitor volunteers, contractors, docents, and park staff assigned to implement assigned park program;
- Maintain flexibility, adjusting to changes in financing, staffing, materials, or other conditions;
- Collect and organize data using current information systems and basic computer software;
- Prepare and maintain clear and concise records and reports, including budget recommendations and justifications;
- Collaborate effectively with other department staff;
- Conduct and manage retail operations.

PHYSICAL REQUIREMENTS

- Must wear prescribed uniform and use proper safety clothing and equipment;
- Must be able to work nights, weekends, holidays, or other irregular hours and adapt to changing work load requirements and customer demands;
- Occasionally lift, carry, push, and pull up to sixty (60) pounds;
- Stand, walk, or sit for extended periods of time;
- Stoop, bend, reach, grasp, and manipulate small objects with hands.

VETERANS PREFERENCE INFORMATION: Any veteran who has submitted a copy of their DD214 form, and received a discharge of other than dishonorable, from the armed forces showing service in any branch of the United States military will be given a preferential credit of five percent (ten percent for those identified as disabled veterans), after attaining a passing examination score for a numerically scored examination, as applicable by Memorandum of Understanding.

THE EXAMINATION PROCESS: The examination process may include one or more of the following: application review, application appraisal, preliminary competitive rating, performance test, written test, and/or oral interview examination.

This recruitment may require completion of Supplemental Questions in order to evaluate your education, training and experience relative to the required knowledge and abilities for the position you are applying for.

Your responses to the questions may also be reviewed and scored in a Competitive Rating evaluation process based on pre-determined rating criteria. Your answers should be as complete as possible, as no additional information will be accepted from applicants once the Competitive Rating evaluation has begun.

*New Hires shall be subject to a pre-employment criminal background check.

DISASTER SERVICE WORKERS: Under California law, all County employees are designated as Disaster Service Workers (DSW). In the event of a catastrophic event, County employees may be expected to fulfill emergency action assignments. As DSW's, they may be assigned to assist in any disaster service activity that promotes the protection of public health and safety and preservation of lives and property.

INFORMATION ON PERS CONTRIBUTION: For new members, salaries above a limitation imposed by federal law (that limit per IRS is \$126,291 for 2020): (1) neither the County nor the employee makes contributions to PERS on the portion of salary that exceeds the limit, and (2) the portion of the salary that exceeds the limit is not used by PERS to calculate the retirement benefit. If you were a member prior to January 1, 2013, the limit is \$285,000 for 2020.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:

<http://www.sccjobs.org/>

OR

70 W. Hedding Street, 8th Floor, East Wing
San Jose, CA 95110

EXAM #20-T2A-A
PARKS PROGRAM COORDINATOR - VOLUNTEER PROGRAM
KC

Parks Program Coordinator - Volunteer Program Supplemental Questionnaire

- * 1. Please answer the following questions. Completion of the following supplemental questions is **REQUIRED** and is an integral part of the evaluation process. Initially, it will be used to determine minimum qualifications. For those applicants meeting the employment standards, this information will be critical in the subsequent competitive assessment to identify those candidates to be invited to continue in the examination process. Your responses to the questions may also be reviewed and scored in a Competitive Rating evaluation process based on pre-determined rating criteria. Your answers should be as complete as possible, as no additional information will be accepted from applicants once the Competitive Rating evaluation has begun. A response of "**see resume**" or "**see application**" will deem your application incomplete. **Please include the name of employers, job titles, dates of employment, and hours worked per week for questions asking about work experience.**
- Do you understand these requirements?**

Yes No

- * 2. What is the highest level of education you have completed?
- High School or GED equivalent
 - College (1 to 29 semester units / 1 to 44 quarter units)
 - College (30 to 59 semester units / 45 to 89 quarter units)
 - College (60 to 89 semester units / 90 to 134 quarter units)
 - College (90 to 119 semester units / 135 to 179 quarter units)
 - College (120 or more semester units / 180 or more quarter units)
 - Associate's Degree
 - Bachelor's Degree

- Master's Degree
 - Doctoral Degree
- * 3. How many years of experience do you possess coordinating or leading programs or projects, or planning large-scale events?
- No experience
 - Less than one year
 - One to less than two years
 - Two to less than three years
 - Three to less than four years
 - Four to less than five years
 - Five years or more
- * 4. Describe your experience coordinating or leading programs or projects, or planning large-scale events. Be detailed and specific and include employer name(s), job title(s), number of hours worked per week, and job duties performed. If none, indicate "N/A".
- * 5. How many years of experience do you possess coordinating or leading **volunteer** programs or projects, or planning large-scale events for volunteer programs?
- No experience
 - Less than one year
 - One to less than two years
 - Two to less than three years
 - Three to less than four years
 - Four to less than five years
 - Five years or more
- * 6. Describe your experience coordinating or leading **volunteer** programs or projects, or planning large-scale events for volunteer programs. Be detailed and specific and include employer name(s), job title(s), and number of hours worked per week. If none, indicate "N/A".
- * 7. Do you possess at least **one year of full-time experience coordinating or leading volunteer programs in the public sector?**
- Yes No
- * 8. Describe your experience **coordinating or leading volunteer programs in the public sector**. Be detailed and specific and include employer name(s), job title(s), number of hours worked per week, and job duties performed. If none, indicate "N/A".
- * 9. Please indicate if you possess experience in any of the below areas:
- Recruiting Volunteers
 - Training Volunteers
 - Motivating Volunteers
 - Recognizing Volunteers
 - Scheduling Volunteers
 - Directing the Work of Volunteers
 - I do not possess experience in these areas
- * 10. Describe your experience in each area you indicated above. Be detailed and specific and include employer name(s), job title(s), number of hours worked per week, and job duties performed. If none, indicate "N/A".

- * 11. How many years of experience do you possess supervising and/or training staff?
- No experience
 - Less than one year
 - One to less than two years
 - Two to less than three years
 - Three to less than four years
 - Four to less than five years
 - Five years or more
- * 12. Describe your experience supervising and/or training staff. Be detailed and specific and include employer name(s), job title(s), number of hours worked per week, and job duties performed. If none, indicate "N/A".
- * 13. Please indicate if you possess experience using any of the following volunteer management software programs:
- Samaritan
 - VoISoft
 - Volgistics
 - SignUp (previously Volunteer Spot)
 - Better Impact
 - None of the above
- * 14. For each volunteer management software program selected above, please describe your involvement with the usage of the software program. In your response please include the name of the software program, job title(s), employer name(s), and dates of employment. If none, indicate "N/A."
- * 15. Please indicate which of the following software programs you are proficient using. Indicate ONLY those programs in which you are proficient. The use of "proficient" in this question means frequent (weekly) usage of the specific software program accompanied by the ability to create, manipulate, merge, build, formulate, design, etc., within the program itself, indicating an advanced level of skill.
- Adobe Acrobat DC or DC Pro
 - Microsoft Word
 - Microsoft Outlook
 - Microsoft Excel
 - Microsoft PowerPoint
 - Microsoft Access
 - SharePoint
 - None of the above
- * 16. For each computer application selected above, please provide the following information: 1) Name of computer application. 2) Description of how the application was used in your current and/or previous position(s). If none, indicate "N/A."
- * 17. This position requires working evenings, weekends, and holidays for department related needs. Do you understand this requirement?
- Yes No
- * 18. This position requires wearing and maintaining a department uniform. Do you understand this requirement?
- Yes No

* 19. Are you able to lift, carry, push, or pull up to 60 pounds, with or without an accommodation?

Yes No

* Required Question