



**COUNTY OF LOS ANGELES**  
invites applications for the position of:

## **VOLUNTEER PROGRAMS COORDINATOR I**

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<b>SALARY:</b>	\$3,538.46 - \$4,761.10 Monthly \$42,461.52 - \$57,133.20 Annually
<b>DEPARTMENT:</b>	ANIMAL CARE AND CONTROL
<b>OPENING DATE:</b>	04/12/22
<b>POSITION/PROGRAM INFORMATION:</b>	



**DEPARTMENT OF ANIMAL CARE AND CONTROL**  
**EXAM NUMBER: O2681C**  
**TYPE OF RECRUITMENT: OPEN COMPETITIVE JOB OPPORTUNITY**  
**FILING TYPE: OPEN CONTINUOUS**

Filing begins on **April 14, 2022 at 8:00 am PT** and will remain open until the needs of the service are met and is subject to closure without prior notice.

**DEFINITION:**

Coordinates a small volunteer services program or assists a higher level volunteer director in the administration of a large volunteer program.

**CLASSIFICATION STANDARDS:**

Positions allocable to this class in the first role report to a higher-level supervisor and are responsible for independently developing, implementing, and coordinating a small volunteer services program at a County facility. Positions performing the second role work under the guidance of a higher-level Volunteer Programs Director and are responsible for the coordination of the daily operations of large volunteer program. All positions within this class require incumbents to exercise a knowledge of volunteer program planning and development in order to establish and maintain program policy and procedures and to conduct ongoing evaluations of existing programs and operations. Positions also require incumbents to utilize refined communication and public relation skills for such things as speaking before community service groups for recruitment purposes and acting as a liaison between community service groups and County personnel.

**ESSENTIAL JOB FUNCTIONS:**

Plans, develops, and implements volunteer programs. Recruits, selects, orients, trains, and evaluates volunteers. Speaks before community service groups to recruit new volunteers. Acts as

liaison between community service groups and County personnel. Establishes and maintains volunteer program policies and procedures and insures that volunteers comply with facility rules and regulations. Evaluates existing volunteer programs and selects new ones. Conducts or supervises tours of the facility. Attends staff meetings, professional meetings, and conferences. Plans volunteer recognition ceremonies for individual volunteers and service groups. Maintains attendance records of volunteers and compiles periodic activity reports. Identifies suitable contributions and activities of individuals and groups based on identified needs and supervises their distribution. Supervise clerical personnel or volunteers as needed.

## **REQUIREMENTS:**

### **MINIMUM REQUIREMENTS:**

#### **OPTION 1**

Two years of experience in a volunteer program. An Associate's degree may be substituted for one year of the required experience.

#### **OPTION 2**

One year of experience recruiting, training, teaching, or coordinating a group of individuals.

In order to receive credit for Associate's degree, copy of the degree **MUST** be submitted at the time of application filing.

**Note:** If you are unable to attach the required documents, you may fax them to (562) 422-3187 within 15 calendar days of filing. Please include exam number and exam title.

#### **LICENSE:**

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

#### **PHYSICAL CLASS:**

2 - Light: Occasional light lifting up to 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

Out-of-class work experience in the service of the County of Los Angeles will not be accepted for this examination.

## **ADDITIONAL INFORMATION:**

### **EXAMINATION CONTENT:**

This examination will consist of two (2) parts:

**Part I:** Multiple choice and/or simulation assessments, **weighted 80%**, measuring the following areas: Verbal Ability; Deductive Reasoning; Deciding and Initiating Action; Delivering Results and Meeting Customer Expectations; Persuading and Influencing; Planning and Organizing; and Working with People.

**Candidates must meet the Minimum/Selection Requirements, and achieve a passing score of 70% or above on Part I in order for their evaluation of Training and Experience to be scored.**

**Part II:** An evaluation of Training & Experience, **weighted 20%**, measuring the following areas: Knowledge of volunteer program planning and development methods; Championing Diversity; Planning and Coordination; Software Skills; and Ability to Lead, based upon information provided in the application and supplemental questionnaire.

**Candidates must achieve a passing score of 70% or higher on Part II in order to be placed on the Eligible Register.**

**TRANSFER OF TEST COMPONENTS:**

- Applicants who have taken identical components recently for other exams may have their scores automatically transferred to this examination.
- This examination contains test components that may be used in the future for new examinations and your test scores may be transferred.

**STANDARDIZED MULTIPLE CHOICE TESTS ARE NOT REVIEWABLE BY CANDIDATES PER CIVIL SERVICE RULE 7.19.****TEST PREPARATION:**

Study guides and other test preparation resources are available to help candidates prepare for employment tests. While the guides will help in preparing for the test, we advise you to review all related materials that you deem necessary.

An interactive, Online Test Preparation System for taking practice tests may be accessed on the Department of Human Resources website at <http://hr.lacounty.gov/>. Please click on "Find a Job" and then "Job Search Toolkit." Test Preparation Information is located under the "Employment Test Assistance" section.

Additional practice tests are available at [http://www.shldirect.com/practice\\_tests.html](http://www.shldirect.com/practice_tests.html).

**NOTE:**

Many important notifications including invitation letters will be sent electronically to the email address provided on the application. It is important that you provide a valid email address.

Please

add [spez@animalcare.lacounty.gov](mailto:spez@animalcare.lacounty.gov), [info@governmentjobs.com](mailto:info@governmentjobs.com), [talentcentral@shl.com](mailto:talentcentral@shl.com), [no-reply@proctoru.com](mailto:no-reply@proctoru.com), and [donot-reply@amcatmail.com](mailto:donot-reply@amcatmail.com) to your email address book and list of approved senders to prevent email notifications from being filtered as spam/junk mail.

Applications will be processed on an as-received basis and promulgated to the eligible register accordingly.

Test scores cannot be given over the telephone.

**SPECIAL INFORMATION:**

Appointees may be required to work any shift including evenings, nights, weekends and holidays.

**VACANCY INFORMATION:**

The resulting eligible register for this examination will be used to fill vacancies in the Department of Animal Care and Control Care Centers throughout Los Angeles County.

**ELIGIBILITY INFORMATION:**

The names of successful candidates will be placed on the Eligible Register for a period of twelve (12) months following the date of eligibility.

**No Person may compete in this examination more than once every twelve (12) months.**

**APPLICATION AND FILING INFORMATION:**

**APPLICATIONS MUST BE FILED ONLINE ONLY. APPLICATIONS SUBMITTED BY U.S. MAIL, FAX, OR IN PERSON WILL NOT BE ACCEPTED.**

Apply online by clicking on the green "Apply" tab for this posting. You can also track the status of your application using this website.

All information is subject to verification. We may reject your application at any time during the examination and hiring process, including after appointment has been made. **Falsification of any**

**information may result in disqualification or rescission of appointment.**

Utilizing **VERBIAGE** from the Class Specification and minimum requirements serving as your description of duties **WILL NOT BE** sufficient to demonstrate that you meet the requirements. Doing so may result in an **INCOMPLETE APPLICATION** and you may be disqualified.

Fill out your application completely. The acceptance of your application depends on whether you have clearly shown that you meet the requirements. Provide any relevant education, training, and experience in the spaces provided so we can evaluate your qualifications for the job. For each job held, give the name and address of your employer, your job title, beginning and ending dates, number of hours worked per week and description of work performed. **Resumes may be added to your application but cannot be substituted for the Experience portions of the County application nor for the completion and submission of the supplemental questions. If your application is incomplete, it will be rejected.**

Plan to submit your online application well in advance of the deadline as you may be required to verify your email address. This only needs to be done once per email address, and if you already have a job seeker account on [www.governmentjobs.com/careers/lacounty](http://www.governmentjobs.com/careers/lacounty), you can verify at any time by logging in and following the prompts. This is to enhance the security of your online application and to ensure you do not enter an incorrect email address.

**SOCIAL SECURITY NUMBER:** Please include your Social Security Number for record control purposes. Federal law requires that all employed persons have a Social Security Number.

**NO SHARING OF USER ID AND PASSWORD:** All applicants must file their application online using their own user ID and password. Using a family member's or friend's user ID and password may erase a candidate's original application record

If you need accommodation to take the assessment, let us know by contacting the ADA/Testing Coordinator at (562) 256-7101. The sooner you contact us, the sooner we can respond to your request and keep you moving through the process.

**FAIR CHANCE INITIATIVE:**

The County of Los Angeles is a Fair Chance employer. Except for a very limited number of positions, you will not be asked to provide information about a conviction history unless you receive a contingent offer of employment. The County will make an individualized assessment of whether your conviction history has a direct or adverse relationship with the specific duties of the job, and consider potential mitigating factors, including, but not limited to, evidence and extent of rehabilitation, recency of the offense(s), and age at the time of the offense(s). **If asked to provide information about a conviction history, any convictions or court records which are exempted by a valid court order do not have to be disclosed.**

**COVID-19 Vaccination**

All County workforce members must be fully vaccinated against COVID-19 as a condition of employment. Successful candidates for this position will be required to submit proof of vaccination against COVID-19 or request an exemption for qualifying medical or religious reasons during the onboarding process. Candidates should not present proof of vaccination until instructed to do so by the hiring department.

**Department Contact Phone:** (562) 256-7102  
**Department Contact Email:** SPerez@animalcare.lacounty.gov  
**ADA Coordinator Phone:** (562) 256-7101  
**California Relay Services Phone:** (800) 735-2922  
**Teletype Phone:** (800) 899-4099  
**Alternate TTY Phone:** (800) 897-0077

APPLICATIONS MAY BE FILED ONLINE AT:  
<http://hr.lacounty.gov>

Position #O2681C  
VOLUNTEER PROGRAMS COORDINATOR I  
SP

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Los Angeles, CA 90010

[connect@neogov.net](mailto:connect@neogov.net)

### **VOLUNTEER PROGRAMS COORDINATOR I Supplemental Questionnaire**

- \* 1. Many important notifications including invitation letters will be sent to electronically to the email address provided on the application. It is important that you provide a valid email address. Add the following email addresses to your list of approved senders to prevent email notifications from being filtered as spam/junk/clutter mail. **sperez@animalcare.lacounty.gov, info@governmentjobs.com, talentcentral@shl.com, noreply@proctoru.com, and donot-reply@amcatmail.com.** The County of Los Angeles will not consider allegations of not receiving the email notification as an acceptable reason to authorize a reschedule or late exam administration.  
 I understand the above
- \* 2. Do you have two (2) years of experience in a volunteer program? An Associate's degree may be substituted for one year of the required experience.  
 Yes  
 No
- \* 3. If you stated that you have experience on QUESTION #2, please provide a brief description of the work experience. You must also include your job title, supervisor name and contact information, and dates of employment. (Response should be limited to a maximum of 300 words)

\* 4. **VOLUNTEER PROGRAMS COORDINATOR I**  
**Training and Experience Questionnaire**

**General Information:**

Supplemental Questions 4 to 14 pertain to the Volunteer Programs Coordinator I Training and Experience Questionnaire. This Training & Experience (T&E) Questionnaire is a self-assessment. You will respond to questions about your training and experience related to having acquired the necessary knowledge, skills, and abilities to successfully perform the duties of a Volunteer Programs Coordinator I. All information that you provide is subject to verification. The assessment will evaluate the following competencies:

- A. Knowledge of volunteer program planning and development methods.**
- B. Championing Diversity.**
- C. Planning and Coordination.**
- D. Software Skills.**
- E. Ability to Lead.**

This assessment is weighted **20%**. Candidates must achieve a passing score of 70% or higher on the Evaluation of Training and Experience in order to be placed on the eligible register for this examination.

### **Instructions for Completion**

Carefully read the official County job posting for this examination.

You will receive points for each question based on the response(s) you provide. You will receive zero points for any question on which you: a) do not provide a response, or b) do not provide a brief description from your training and/or experience, when prompted, that supports the response(s) you have indicated. If you do not have experience related to a question, please type "NA" in the comment box.

### **Certification Statement**

By completing the following, I hereby attest that all information I have provided in this T&E Questionnaire is true and complete to the best of my knowledge. I acknowledge that Human Resources staff may contact my employers to verify the information that I have provided. I understand that any misrepresentations, falsifications, or omissions of material facts violates Civil Service Rules and may subject me to actions including removal from this examination.

Furthermore, I certify that I will not disclose the questions used in this examination to any candidate nor will I provide any information to anyone concerning anything related to the questions posed to me other than concerned parties in an official protest or appeal. I understand that violation of this agreement can result in my disqualification from this examination as provided by Civil Service Rules.

Yes

- \* 5. Indicate all responsibilities you have been assigned for a volunteer program (Select all that apply).
- recruiting new volunteers
  - training and orienting new volunteers
  - tracking program activity and participation (e.g., using software, verifying hours)
  - presenting to public audiences
  - interacting with the public at community outreach events (e.g., grassroots promotions, providing information about a variety of resources including spay neuter and vaccinations)
  - collecting and analyzing program data to evaluate program progress (e.g., attendance, programming)
  - contributing to the planning of program goals
  - providing data-driven recommendations for improvements
  - establishing program policies and procedures
  - none of the above
- \* 6. Please provide a description of each area of responsibility for a volunteer program you indicated in QUESTION #5. You must also include your job title, supervisor name and contact information, and dates of employment. You must provide a sufficient explanation for each option in order to receive credit for that option (Overall response should be limited to a maximum of 300 words). If you do not possess any experience above, please type "N/A".
- \* 7. Indicate all types of volunteer programs and services you have experience working on (Select all that apply).
- community outreach (e.g., vaccine clinics, performing outreach to the local community to provide general resources and services)

- specialized outreach (e.g., visiting schools, corporations, and veteran affair organizations in order to educate)
  - donations
  - fundraising
  - virtual platforms for training of volunteers
  - event management (e.g., coordinating, logistics, leading on day of event)
  - serving as interagency liaison
  - none of the above
- \* 8. Please provide a description of each type of volunteer program or service you indicated in QUESTION #7. You must also include your job title, supervisor name and contact information, and dates of employment. You must provide a sufficient explanation for each option in order to receive credit for that option (Overall response should be limited to a maximum of 300 words). If you do not possess any experience above, please type "N/A".
- \* 9. Indicate below the greatest number of paid and/or non-paid staff you have at least one year of full-time experience serving as a lead over or providing formal supervision to for a volunteer program. *\*Full-time is considered an average of 40 hours a week.* Notes: •Formal supervisory experience involves being responsible for duties such as hiring and training staff, providing feedback, and completing performance evaluations. •Lead experience refers to roles in which an individual does not perform formal supervisory responsibilities such as performance evaluations and hiring, but may provide guidance to other staff on work functions and provide feedback/initial review of work products.
- 1-5
  - 6-10
  - 11-15
  - 16-20
  - 21 or more
  - None of the above
- \* 10. Please provide a description of your lead or supervisory experience as indicated in QUESTION #9, including your specific responsibilities and job titles of staff overseen or supervised. You must also include your job title, supervisor name and contact information, dates of employment, and number of paid and non-paid staff and their job titles. (Response should be limited to a maximum of 300 words) If you do not possess any experience above, please type "N/A".
- \* 11. Indicate the experiences you have been involved in to promote diversity, equity, and inclusion in your jobs (Select all that apply).
- participating in local organizations or advocacy efforts to promote diversity, equity, and inclusion
  - participating in committees to promote diversity (e.g., anti-racism, equity and inclusion)
  - assisting in the development of policies to promote diversity, equity, and inclusion
  - none of the above
- \* 12. Please provide a description of each experience you have been involved in to promote diversity, equity, and inclusion as indicated in QUESTION #11. You must also include your job title, supervisor name and contact information, and dates of employment. You must provide a sufficient explanation for each option in order to receive credit for that option (Overall response should be limited to a maximum of 300 words). If you do not possess any experience above, please type "N/A".

- \* 13. Indicate the software applications you have experience using as it relates to effectively performing the duties of a Volunteer Programs Coordinator I (Select all that apply). *Examples of proficient use are listed after each device/software.*
- Microsoft Word or similar word processing software – editing text; formatting characters and paragraphs; working with tabs, indents, margins, lists, breaks, and spacing; creating tables and charts; printing documents, envelopes, and labels; and utilizing Spelling & Grammar.
  - Microsoft Excel or similar spreadsheet software – using menu commands; formatting cells, rows, and columns; using arithmetic functions in the formulas; and entering data to create lists.
  - Microsoft Outlook or similar personal information management software – retrieving and sending e-mails, managing calendar appointments and meetings, and setting reminders.
  - Microsoft PowerPoint or similar presentation software – creating flyers and slides for presentations.
  - Instagram/Facebook – taking effective pictures and videos that attract viewers, posting on application, and interacting with followers
  - Volunteer Management Software (e.g., Volgistics) – managing volunteer records, hours, contact information, and communication
  - Virtual Meeting Platforms (WebEx, Microsoft Teams, Zoom) – holding virtual meetings with stakeholders
  - YouTube/Vimeo – editing and uploading videos and disseminating links on various channels to promote content
  - None of the above
- \* 14. Briefly describe an assignment that illustrates your proficiency level for each selected software application indicated in QUESTION #13. *Note - One project may count toward multiple software applications.* (Response should be limited to a maximum of 300 words) If you do not possess any experience above, please type "N/A".

\* Required Question