

Job Title: Volunteer Coordinator – Fresh Market	Revision Date: March, 2021
Fair Labor Standards Act (FLSA):N	Full time

**Position Overview:** *Food Finders Food Bank has a robust volunteer program utilizing more than 45,000 volunteer hours annually. This community-facing position must be enthusiastic about the work of the food bank and passionate about feeding the hungry. This is a demanding professional position that recruits, schedules and supervises volunteers for our Fresh Market pantry while ensuring that they are productive, responsive to the program needs of the food bank and have fun doing so! As a team, the VC, VEC Sr. Coordinator, FREC Program Assistant and Chief Engagement Officer work together to meet the needs of FFFB’s robust volunteer engagement program. The VC reports to the Chief Engagement Officer on strategies to accomplish FFFB’s strategic plan and meet operational needs.*

**Hours for this position follow our open Fresh Market hours and are designed to best accommodate the needs of our guests and volunteers:**

- **Sunday:** Off
- **Monday:** Off
- **Tuesday:** 10a-7p (pantry hours 1p-6:30p)
- **Wednesday:** 10a-7p (pantry hours 1p-6:30p)
- **Thursday:** 10a-7p (pantry hours 1p-6:30p)
- **Friday:** 8:30a-5:30p (pantry hours 1p-5p)
- **Saturday:** 8:30a-2:30p (pantry hours 10a-2p)

**Essential Job Functions**

- Recruiting, training, and supervising new volunteers on a daily basis; matching the needs of the food bank with volunteer skillsets.
- Collecting volunteer information, availability, and skills, and maintaining an up-to-date database.
- Using marketing tools such as outreach programs, e-mails, and volunteer databases.
- Keeping new and existing volunteers informed about the organization and volunteer opportunities.
- Matching volunteers to opportunities that suit their skill sets, and ensuring they understand their responsibilities and receive the proper training.
- Preparing codes of conduct and operating procedures to uphold the organization's values.
- Ensuring the organization's purpose is conveyed to the public.
- Works closely with Senior Impact Director, Fresh Market Manager, Fresh Market Assistant and warehouse team to balance the flow of projects with Fresh Market (food pantry needs) and finds creative solutions to unequal distributions of projects and volunteers

- Responsible for Food Safety through Volunteer program
- Responsible for organizing data, tracking and reporting as requested for grants, monthly reports, etc.
- Ensure AIB food safe practices and policies are followed by all pantry volunteers and personnel
- Representing the food bank in a professional manner, may be assigned for community events, food drives, fundraisers, Mobile Pantries, tours, off-site recruitment events, etc.
- Engaging our community with food and funds drives – manages all aspects of the food drive process from sign up to pick up, including Stamp Out Hunger, Drive Away Hunger, etc.
- Organizes and schedules volunteers for the senior home delivery program.
- Create and implement innovative and effective volunteer experiences
- Implement and lead volunteer orientation and on-going training.

#### **KNOWLEDGE, SKILLS AND ABILITIES**

- Minimum 2 years of experience managing or leading a team.
- Strong knowledge of volunteer management, recruitment, retention and training.
- Outstanding interpersonal and customer service skills.
- Excellent written and verbal communications skills; strong public speaking skills.
- Previous management experience and demonstrated ability to lead.
- Experience developing and maintaining a culture of safety in a volunteer environment.
- Strong computer skills including MS Office Suite and database management.
- Ability to think strategically and analytically.
- Highly organized; able to prioritize assignments and manage multiple projects simultaneously.
- Valid Indiana driver's license with an insurable driving record. (Vehicle ownership not necessary.)
- Ability to work flexible hours and attend work functions outside of normal work hours, on weekends and evenings, as needed.

#### **PERSONAL ATTRIBUTES AND VALUES**

- Passion, enthusiasm, focus, and creativity around FFFB's vision, mission and values of community, leadership, transparency, innovation and diversity.
- Impeccable integrity and honesty.
- Positive attitude; proactively seeks and incorporates feedback.
- Strong work ethic with an orientation toward constant innovation and process improvement.
- Bias toward providing excellent customer service and a valuable experience for stakeholders.
- Adaptable and performs gracefully under pressure.
- Innovative self-starter and problem solver with a bias towards action.
- Engaging, persuasive, outgoing and possessing a sense of humor deftly combined with a can-do attitude.
- Thrives speaking in front of groups of various sizes.
- Ability to work both independently and in a collaborative setting with people of diverse backgrounds and circumstances.
- Capable of taking initiative and assuming responsibility.

- Ability to work independently and in a dynamic team environment.
- Ability to maintain good relationships with multiple co-workers and clients
- Compassion for low-income individuals.

**PHYSICAL REQUIREMENTS**

This work is located in an office and warehouse environment. Physical activities necessary in the performance of this job include ability to: Sit at a computer workstation for up to five hours at a time, move throughout the 30,000 square foot warehouse and other food bank facilities in performance of duties, regularly bend, lift and carry up to 30 lbs.; conduct tours in warehouse on a regular basis; communicate in clear speaking voice in person, before large groups and over the phone; interpret instructions and questions when asked; and operate computer equipment, including typing/seeing.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.