

Revised: February 2018
Title: Volunteer Program Coordinator
Department: Development
Reports to: Director of Development & Community Engagement

General Description

The volunteer program coordinator is responsible for ensuring that the needs and interests of volunteers are served and that the volunteer experience is exemplary. He/she will provide excellent customer service to all volunteers across the organization. He/she welcomes and orients all volunteers across the organization. He/she will create and maintain effective volunteer recruitment and retention strategies, particularly large corporate groups. He/she will also develop and implement volunteer and donor recognition programs throughout the year. He/she manages the volunteer database and provides reports as necessary.

Essential Duties and Responsibilities

- Creates and maintains a welcoming, tidy space for volunteers; ensures that all signage reflects Foodlink's brand and is up-to-date
- Develops and implements informative, engaging onboarding processes for all volunteers across the organization; informs volunteers of upcoming events and other ways to engage with Foodlink
- Hosts regular meetings with managers across departments to understand their volunteer needs, and to build appropriate volunteer roles into every aspect of the organization
- Develops evaluation tools and provides regular reports and metrics to managers on volunteer performance
- Creates and maintains effective volunteer recruitment and retention strategies, particularly corporate groups
- Develops incentive program for corporate groups and provides public recognition for participation
- Develops a volunteer appreciation and feedback program (mailings; events etc.); identifies potential donors and refers them to the Development Director
- Offers tours for all groups and individuals before/after their shift
- Helps connect volunteers to Foodlink's mission in each and every volunteer role
- Works both hands-on (on site, with volunteers) and in program administration
- Provides backup and support to Volunteer Coordinator (operations) as needed, particularly during holiday and other busy periods
- Maintains and utilizes volunteer management software
- Serves as a collaborative member of the Foodlink Development Department and assists with all community engagement efforts as needed.

Minimum Qualifications

- Bachelor's degree and volunteer recruitment/management experience or equivalent combination of education and experience
- Minimum of 1-2 years related experience
- Exemplary customer service and organizational skills
- Ability to work independently and as a member of a team
- Ability to confidently navigate a CRM database such as Raisers Edge, Salesforce, or a similar program.
- Strong customer relation skills and exceptional interpersonal skills
- Proficient in Microsoft Word for Windows, Excel, Outlook and Power Point.
- Able to work flexible schedule (evenings and weekends as needed)
- Able to communicate clearly and concisely orally and in writing
- Have a professional attitude and appearance at all times
- Fluency in English required. Knowledge of Spanish helpful
-

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to handle or feel items such as documents. The team member is regularly required to stand; walk and reach with hands and arms. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those a team member encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet

Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all inclusive. Employees will follow other instructions and perform other related duties as required.

The Foodlink Way

- ✧ Passion and commitment to our mission ✧ Going above and beyond what is required
- ✧ Seeing our roles as more than just a job ✧ Proactively seeking improvements ✧ Having the ability to adapt to change

The Foodlink Way is description of who we really are as demonstrated by what we say we value and what we do to express those values.

To Apply: Submit a cover letter and resume via email to HR@foodlinkny.org or mail to 1999 Mt. Read Blvd. Rochester, NY 14615, attention Human Resources. Only serious applicants should apply. Only qualified candidates will be contacted.

***Everyone is welcome here!** Foodlink is an equal opportunity employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, genetics, veteran or disability status.*

