



Our Mission

Our mission is to leverage the power of food to end hunger and build healthier communities.

Our Vision

We believe that the fight against hunger and the fight against poverty are one and the same. We envision a future in which food is recognized as a human right and every person is able to feed themselves and their families in dignity.

Together, we work to create a more nourished, prosperous region.

Our Values

Our core values define who we are and how we work with our communities. Foodlink & our team members have:

Compassion - treat all with dignity & respect; build kinship with those we serve

Innovation - say yes; avoid complacency risk failure in the pursuit of ending hunger

Collaboration - build a shared vision, create synergies, maximize resources

Agility - respond urgently to the ever-changing needs of our community

Stewardship - maximize the impact of every dollar, donation and asset

Job Title: Volunteer Operations Coordinator

Reports to: Director of Operations

Department: Operations

Status: Full-time, Hourly, Non-Exempt

SUMMARY

Pre-pandemic Foodlink hosted 10,000+ volunteers who generously donated 40,000+ hours of their time annually. The majority of those hours were spent in our warehouse. Our volunteers are critical to our operations, without a steadfast stream of people completing projects we would need to hire additional staff taking critical dollars out of direct programs. We are so thankful for our volunteers, and this role is so important to assure volunteers have a great experience.

The Volunteer Operations Coordinator is responsible for the coordination of all volunteer projects within the Distribution Center Warehouse. This includes direct oversight of volunteers during set up, break down and cleanup of all volunteer activities within the warehouse. Regular volunteer projects include; sorting of retail damage goods, Backpack packing, and fruit/vegetable sorting. The ideal candidate for this role is someone who is enthusiastic about Foodlink's mission and has the ability to engage and motivate others.

KEY RESPONSIBILITIES

- Coordinate volunteer projects to support Distribution Center Operations
- Oversee volunteers from set up to clean up of all projects.
- Engage, motivate, and support volunteers ensuring a pleasant experience for all
- Act as a resource to volunteers answering project and/or Foodlink related questions as they arise
- Conduct volunteer orientations and tours as needed
- Ensure adequate use of volunteers to maintain regular flow of retail damaged and repackaged product
- Provide training for volunteer groups on proper procedure, sorting and sanitation practices
- Ensure proper inspection and sorting of retail damage products complying with regulatory agency requirements and Foodlink procedures
- Communicate with the Operations Team regularly to identify volunteer projects, ensure special or seasonal projects are completed in a timely manner, and address operational issues
- Ensure that product categories are effective and quality is controlled, including correct distribution weights and proper food safety protocols
- Ensure all Backpack orders are filled and packed accurately and shipped in a timely fashion
- Restock workstations with sorting product, supplies and equipment when needed
- Keep volunteer area organized and stage products and pallets accordingly
- Maintain a clean, safe, sanitary environment for volunteers, including the warehouse, lobby and volunteer conference room.
- Maintain supplies and warehouse equipment and report issues to supervisor
- Report any facilities or safety concerns to the Safety & Facilities Manager in a timely fashion
- All other duties as assigned

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

- **Problem Solving:** Identifies and resolves problems in a timely manner and develops alternate solutions
- **Agile.** The ideal candidate will be able to adapt to evolving needs and priorities. Ability to juggle and prioritize a variety of needs across the organization.
- **Collaborative.** Creates meaningful relationships with colleagues, partners, supporters and community members. Collaborates and connects the dots across departments.
- **Compassionate.** Treats others with dignity and respect.
- **Solutions-oriented.** Ability to take initiative and solve problems in a fast-paced, evolving environment. Can pivot between strategies and manage competing priorities.
- **Mission-driven.** Reflects on the mission often, using it as the north-star for decision making. Proactively seeks information as it pertains to hunger relief and/or how Foodlink operates.
- **Customer service.** Has a people-first mentality when serving a wide variety of customers, from community partners to direct service customers to vendors and volunteers.

QUALIFICATIONS

- Two-year degree or equivalent combination of education and experience
- Must be able to speak in front of and engage with large groups.
- Proficiency in Microsoft word, excel and outlook is required
- Able to work flexible schedule (evenings and weekends as needed)
- Volunteer coordination experience a plus
- Experience with warehousing equipment (pallet jack, forklift etc.) a plus
- Knowledge of warehousing safety and sanitary standards a plus

- Able to carry out oral and written instructions
- Able to communicate clearly and concisely orally and in writing
- Must be detail oriented and organized
- Able to work in a team environment
- Friendly, customer-oriented personality
- Fluency in English required. Knowledge of Spanish helpful.
- COVID 19 Considerations: COVID-19 Vaccinations are a condition of employment at Foodlink. Accommodations *may* be made for individuals with an approved exemption

We are actively seeing a diverse pool of candidates for this position and strongly encourage applications from candidates of color.

SALARY AND BENEFITS

This is a full time, year-round position, paid on an hourly basis. Foodlink covers 100% of individual health and dental insurance with the ability to acquire family coverage with pretax dollars. In addition to generous paid time off (PTO), we observe 14 paid holidays throughout the year. Opportunity to contribute to a 401k retirement savings plan upon hire. Eligible for generous employer match after 1 year of service.

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 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. This position regularly requires the individual to lift objects weighing up to 50lbs.

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.

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