



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 Program Coordinator

Reports to: Director of Development

Status: Full-time, hourly, non-exempt

Updated: December 2022

Job Level: #6 Coordinator

SUMMARY

The Volunteer Program Coordinator is responsible for coordinating the daily operations of the volunteer program, which includes scheduling, welcome/orientation and recognition of individual and group volunteers and interns. The Volunteer Program Coordinator is part of the Marketing & Development team and works closely with other teams to recruit for volunteers, coordinate special visitor groups, support special events, and assist with other projects as needed.

KEY RESPONSIBILITIES

- **Scheduling, training and onboarding volunteers:**
 - Maintains and optimizes use of volunteer management software, Giveeffect
 - Contacts volunteers to confirm shifts' start and end times, expectations and work attire
 - Welcomes and leads check-in of volunteers, including facility tours
 - Works with appropriate staff to ensure volunteers are properly trained in their area of service

- Provides backup and support to Volunteer Operations Coordinator and other project leads as needed, particularly during holidays and other busy periods
- Assists with hands-on (on site, volunteer support) as needed as well as program administration
- **Ensures a positive, rewarding experience for volunteers**
 - Maintains a welcoming, tidy space for volunteers
 - Collaborates with Development Team to develop and implement a volunteer appreciation and feedback program (mailings, events etc.)
 - Is proactive in identifying and recommending ways to build a more informative, inclusive experience for all volunteers based on both feedback and observations
- **Collaborates across the organization to successfully integrate volunteers into Foodlink's work**
 - With assistance from management, supports the recruitment of new volunteers through local media, web, social media and outreach to local businesses and institutions
 - Meets regularly with colleagues throughout organization to assess needs and efficacy of volunteer program
 - Works with HR to review, maintain and implement volunteer policies and procedures regarding expectations, safety, discipline, etc.
 - Serves as a collaborative member of the Foodlink Marketing & Development Department and assists with community engagement efforts as needed, including but not limited to assisting with special events
- **Coordinates Community Service program at Foodlink**
 - Works with HR department to coordinate/facilitate court mandated and all other community service opportunities within Foodlink
 - Provides timely accurate reporting to county state and federal court and community supervision system.
- **Supports Foodlink's emergency response efforts as needed**
- **All other duties as assigned**

Seeking the following qualities and qualifications:

- Bachelor's degree preferred, but not required. Relevant combination of education and experience required.
- Minimum of two years' experience in customer service and data entry.
- Experience and comfort with public speaking is required.
- Exemplary customer service and organizational skills
- Ability to work independently and collaboratively with a team
- Ability to communicate clearly, effectively, and with cultural competence (speak, read, and write proficiently) in English is required, including in-person, over the phone, and by email.
- Advanced computer proficiency, including use of a Microsoft operating system, the internet, and Microsoft Office365 suite (Outlook, Word, Excel, Teams, Sharepoint, OneDrive) and Google platform (Drive, Forms, Sheets)
- Excellent interpersonal skills required to facilitate work with a wide range of individuals and groups from culturally diverse backgrounds
- Ability to work a flexible schedule is required. Which includes occasional evenings and weekends.
- Deep commitment to Foodlink's mission, vision, and values, and to understanding the issue of food insecurity
- Fluency in English required, knowledge of Spanish helpful

SALARY AND BENEFITS

This is a full-time, hourly position starting at \$20.05/hr. 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, stand and talk and hear. The employee is frequently required to use hands to handle or feel items such as documents. The employee is frequently required to stand and walk for long periods of time. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus. Able to lift bulk objects or objects weighing up to 60 pounds

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.