

Gleaners Community Food Bank of SE MI Job Description

Job Title: Volunteer Coordinator
Reports To: Volunteer Manager
FLSA Status: Non-exempt
Department: Advancement
Last Update: March 2016

This hands on position is responsible for coordinating all aspects of the organizations volunteer opportunities which includes all aspects of the volunteer project set up prior to a group's onsite arrival and volunteer project clean up at the time of the group's departure.

Essential Duties and Responsibilities

1. Ensure a safe work environment is maintained for volunteers and communicate safety requirements to volunteers.
2. Ensure adequate numbers of volunteers engaged to meet operational and programmatic needs.
3. Demonstrate the work project to the volunteer group while maintaining systems to ensure and check volunteer work quality control.
4. Ensure volunteer experience is organized, efficient, meaningful and engaging for volunteers.
5. Review volunteer job set-up with Operations team to ensure projects ready for volunteers to start on-time.
6. Provide frequently refreshed orientations and tours.
7. Identify, communicate and follow-up on corporate volunteer hour match grant opportunities.
8. Respond to volunteer and other inquiries in timely manner.
9. Maintain accurate and thorough scheduling records.
10. Maintain accurate, thorough and timely records and reports for volunteer activity and contacts.
11. Ensure background checks performed for volunteers as necessary.
12. Ensure each volunteer group and individual volunteer receives a timely thank you communication.
13. Maintain knowledge of current Gleaners' vital statistics, programs and events.
14. Demonstrate and support the Gleaners mission, vision and values.
15. Other duties as assigned.

Scope of Position

Budgetary Responsibility: None
Personnel Responsibility: None
Access to Confidential Info: None
Supervisory responsibility: None
Customer Contact: Donors: Moderate
Volunteers: High
Partner Agencies: Moderate
Outside Vendors: Low

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience

Associate degree in a relevant discipline is required but a Bachelor degree is preferred. Knowledge and experience with human service institutions, particularly those in the food/hunger relief area is preferred. Previous experience working with volunteers preferred.

Language Ability

Good verbal and written communication skills are required. Good interpersonal skills with all customers and contacts, internal and external, are required. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedures manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or team members of the organization.

Math Ability

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability

Ability to understand and carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have a good working knowledge of the Microsoft Office suite of products, including Microsoft outlook calendar and excel.

Physical Demands

The employee must be able to lift and/or move up to 40-50 pounds of food product. While performing the duties of this job, the employee is frequently required to speak, hear and use hands. Moderate amounts of walking as well as long periods of sitting or standing are required. Over 50% of this position is working in one of the organization's warehouses.