

Gleaners Community Food Bank of SE MI
Job Description

Job Title: Volunteer Coordinator (part –time)
Reports To: Director of Volunteer Services and Partner Support
FLSA Status: Non-exempt
Department: Operations/Volunteer Department
Last Update: June 2022

Essential Duties and Responsibilities

1. Lead volunteer activities at Detroit distribution center, primarily Wed – Fri.
2. Substitute for volunteer coordinator at South Campus in Taylor.
3. Substitute for volunteers in the mobile grocery and Mercado food pantry programs and other programs in multiple locations.
4. Perform substitution on Saturdays when needed and remain flexible in adding and/or switching shifts as needed.
5. Ensure a safe work environment is maintained for volunteers and communicate safety requirements to volunteers.
6. Ensure adequate numbers of volunteers engaged to meet operational and programmatic needs.
7. Maintain systems to ensure and check volunteer work quality control.
8. Ensure volunteer experience is organized, efficient, meaningful and engaging for volunteers.
9. Review volunteer job set-up with Operations team to ensure projects ready for volunteers to start on-time.
10. Provide frequently refreshed orientations and tours.
11. Identify, communicate and follow-up on corporate volunteer hour match grant opportunities.
12. Respond to volunteer and other inquiries in timely manner.
13. Maintain accurate and thorough scheduling records.
14. Maintain accurate, thorough and timely records and reports for volunteer activity and contacts.
15. Ensure background checks performed for volunteers as necessary.
16. Ensure each volunteer group and individual volunteer receives a timely thank you communication.
17. Recruit and train office volunteers and project lead volunteers to assist as needed.
18. Organize and participate in volunteer recognition activities.
19. Cultivate relationships with key volunteer contacts.
20. Present, promote and encourage opportunities for volunteers to become donors.
21. Maintain knowledge of current Gleaners' vital statistics, programs and events.
22. Demonstrate and support the Gleaners mission, vision and values.
23. Other duties as assigned.

Scope of Position

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

Bachelor degree in a relevant discipline is required. 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.

Computer Skills

To perform this job successfully, an individual should have a good working knowledge of the Microsoft Office suite of products, including Excel, Outlook and PowerPoint. Knowledge of volunteer scheduling software helpful.

Physical Demands

The employee must lift and/or move up to 40 pounds. 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.