

# Gleaners Community Food Bank of SE MI

## Job Description

<b>Job Title:</b>	Volunteer Coordinator
<b>Reports To:</b>	Director, Volunteers and Service Insights
<b>FLSA Status</b>	Non-exempt
<b>Department:</b>	Operations
<b>Last Updated:</b>	July 2022

### Essential Duties and Responsibilities

- Lead volunteer activities at the Gleaners Detroit Distribution Center and support the Mercado Food Hub pantry located in the Ford Resource and Engagement Center (FREC) in southwest Detroit. This position requires mandatory Thursday evening and Saturday daytime shifts, with workdays typically Tuesday through Saturday. Spanish proficiency preferred.
- Substitute for volunteer coordinator at South Distribution center, as well as substituting for volunteers and staff in other programs at multiple locations.
- Ensure adequate numbers of volunteers engaged to meet operational and programmatic needs.
- Maintain systems to ensure and check volunteer work quality control.
- Ensure volunteer experience is organized, efficient, meaningful and engaging for volunteers.
- Review volunteer job set-up with Operations team to ensure projects ready for volunteers to start on-time.
- Provide frequently refreshed orientations and tours.
- Identify, communicate and follow-up on corporate volunteer hour match grant opportunities.
- Respond to volunteer and other inquiries in timely manner.
- Maintain accurate and thorough scheduling records as well as thorough and timely records and reports for volunteer activity and contacts.
- Ensure background checks performed for volunteers as necessary.
- Ensure each volunteer group and individual volunteer receives a timely thank you communication.
- Recruit, train and supervise a variety of volunteer types and project lead volunteers to assist as needed.
- Organize and participate in volunteer recognition activities.
- Cultivate relationships with key volunteer contacts.
- Present, promote and encourage opportunities for volunteers to become donors.
- Maintain knowledge of current Gleaners' vital statistics, programs and events.
- Ensure a safe and clean environment is maintained by volunteers and communicate safety requirements to volunteers.
- Ensure adherence to food safety standards at all times
- Promote a positive work environment where team members feel empowered, engaged, and connected to Gleaners mission and strategic plan.
- Foster a culture of professionalism, team cohesion and accountability
- Additional responsibilities specific to the food hub include, but are not limited to:
  - Distribute food to clients during distribution hours.
  - Learn and maintain proficiency in Link2Feed service insights program.
  - Enroll new clients, establish appointments, and record visits in Link2Feed.
- Other duties as assigned

**Scope of Position**

Budgetary Responsibility: None  
Personnel Responsibility: None  
Access to Confidential Info: High  
Supervisory responsibility: None  
Customer Contact: High  
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's degree in a relevant discipline
- Knowledge and experience with human service institutions, particularly those in the food/hunger relief area is preferred.
- Previous experience working with volunteers preferred.
- Experience working with diverse populations
- Ability to work in a fast-paced environment

**Language Ability**

- Oral and written proficiency in Spanish is preferred.
- 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.
- Flexibility in work schedules

**Computer Skills**

To perform this job successfully, an individual should have a good working knowledge of the Microsoft Office suite of products, including Excel, Word, Outlook and PowerPoint. Familiarity with virtual meeting or learning platforms desired Knowledge of volunteer scheduling software and service insights software is helpful.

**Work Environment**

This position works in the office, food pantry, warehouse, and out in the community. Community work includes working outdoors in all types of weather conditions as needed to serve the community. The time spent in the different work environments will vary from week to week.

**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 in both indoor and outdoor settings.