



## **VOLUNTEER SERVICES COORDINATOR Job Description**

**POSITION:** Volunteer Services Coordinator  
**DEPARTMENT:** Volunteer Services  
**REPORTS TO:** Volunteer Services Manager  
**HOURS:** Monday-Friday, as assigned with rotating evenings and weekends as required

### **POSITION SUMMARY:**

This high-energy position interacts with a large volume of volunteers a year. Most of the time is spent teaching, supervising and motivating groups of volunteers in the Montgomery County Food Bank facility. Volunteers are a critical part of our organization and do the vast majority of the Food Bank's workload, exemplary customer service skills are required.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned:**

- Provide volunteers with a positive and meaningful experience. Help turn volunteers into advocates of the Food Bank, and ultimately into donors.
- Conduct training for the tasks of the day for groups from 5-50 people.
- Assists the management of the workflow and volunteers in the sort rooms, assuring safety first and that the guests are having a meaningful experience.
- Assures completed pallets are wrapped correctly, weighed and moved using pallet jacks.
- Work with supervisor to assure product availability.
- Accurately document inventory traffic using appropriate forms and systems.
- Implement a continuous process improvement system to enhance the volunteer experience.
- Enforce guidelines and expectations with the volunteers.
- Maintain a clean and safe work environment per the Food Bank standards and guidelines.

## **COMPETENCIES**

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

**Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in-group problem solving situations; uses reason even when dealing with emotional topics.

**Communications** - Expresses ideas and thoughts verbally and written; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps supervisor and others adequately informed; selects and uses appropriate communication methods. Provides regular performance feedback, solicits and applies customer feedback (internal and external). Improves processes, products and services.

**Customer Focus** - Promotes customer focus; establishes customer service standards; provides training in customer service delivery; monitors customer satisfaction; develops new approaches to meeting customer needs.

**Achievement Focus** - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; recognizes and acts on opportunities.

**Planning/Organizing** - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

## **KNOWLEDGE AND SKILLS REQUIRED:**

- Excellent presentation/verbal and written skills – Bilingual Spanish a plus.
- Able to give and receive verbal and written instruction clearly.
- Proficient in public speaking
- Able to do simple math.
- Quick to learn new things.
- Able to complete Food Handlers certification within first 30 days of employment.

## **COMPUTER EQUIPMENT AND SOFTWARE REQUIREMENTS:**

- MS Office 365 proficient
- Able to learn Food Bank inventory database

## **EDUCATION AND EXPERIENCE REQUIRED:**

- High School diploma required.
- 1 year of warehouse experience preferred.
- Forklift and power jack experience preferred.

## **TRAVEL REQUIREMENT**

Travel: Up to 15% of time

### **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Strong work ethic and a passion for the mission of the Food Bank.
- Able to work as a team with Food Bank staff.
- Warm-hearted, friendly, with a genuine interest in people.
- Able to lead groups of 5-50 volunteers.
- Maintain a positive disposition in a fast-paced intense work environment.
- Enjoy working with a vast array of people and personalities.
- Ability to have difficult conversations with volunteers.
- Attention to detail, and adaptable to changing conditions on the fly.
- Maintain confidentiality and resolve interpersonal issues immediately and at the source.
- Creative and practical problem-solving skills.
- Can multi-task despite frequent interruptions.

### **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.

- Ability to lift and move up to 50 lbs.
- Able to push a cart weighing 200+ lbs.
- Willing to work in extreme temperatures (30 to 110 degrees).
- Ability to work on feet 3-4 hours at a time.
- Ability or willing to become forklift operator certified.

### **DISCLAIMER:**

Montgomery County Food Bank is an Equal Opportunity Employer and employment "at will"