



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

Pay Rate: \$15.50 per hour

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.

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.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

DISCLAIMER:

Montgomery County Food Bank is an Equal Opportunity Employer and employment “at will” organization. This job description does not imply or constitute an offer of employment.