



VOLUNTEER SERVICES ASSOCIATE Job Description

POSITION: Volunteer Services Associate (Full-Time)
DEPARTMENT: Operations - Volunteer Services
REPORTS TO: Volunteer Services Manager
HOURS: Monday-Friday, as assigned with rotating evenings and weekends as required

Pay Rate: \$17.00 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 make up the vast majority of the Food Bank's workload, exemplary customer service skills are required.

ESSENTIAL DUTIES AND RESPONSIBILITIES: 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 of 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.
- Motivates and inspires volunteers to encourage teamwork.
- Ensures that the activities of the volunteer workers meet the needs of the organization.
- Must be flexible, prepared, and understand the processes in managing all aspects of large and small volunteer group coordination and/or last-minute volunteer shift changes.
- Must be willing to collaborate with other team members to delegate shared tasks and ensure project areas are pre-staged for each shift.
- Coordinate 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.

- Must be available to work a rotating schedule of weekend volunteer shifts as needed.

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
- Capable of doing simple math.
- Quick to learn new things.
- Capable 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
- Experience in customer service and/or retail preferred.
- Must have reliable transportation, a valid Texas driver's license and insurance.

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 without notice.
- Maintain confidentiality and resolve interpersonal issues immediately and at the source.
- Creative and practical problem-solving skills.
- Must be able to 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.
- Ability to operate a pallet jack weighing 200+ lbs.
- Ability to work in extreme temperatures (30 to 110 degrees) as needed.
- Ability to work on feet 3-4 hours at one time.
- Ability 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.