

VIRGINIA PENINSULA FOODBANK

JOB DESCRIPTION

Job Title: Volunteer Coordinator (Full Time)

Reports To: Director of Development

General Summary:

The Volunteer Coordinator coordinates and supports all volunteer activities at Virginia Peninsula Foodbank, including recruitment, orientation, training, and recognition along with tracking and reporting volunteer hours. Responsible for developing strong relationships within the community to foster a positive image such that companies and volunteers will make Virginia Peninsula Foodbank the volunteer organization of choice along with the ability to understand and comply with Feeding America's and the AIB/Safe Food Handling Practices and Procedures. Works closely with the Foodbank's leadership and staff to identify volunteer needs as well as specific program/event requirements. Ensures a high-quality volunteer experience at the Foodbank and at off-site events.

Job Responsibilities:

Identifies and coordinates, in collaboration with Foodbank departments, the volunteer needs of each department, including general warehouse, Childhood Hunger/Nutrition Department, Development (special events), Agency Services (program specific needs), and general office work.

- Recruits volunteers as identified by department needs. Solicits volunteers through various community organizations, social groups, schools, businesses, faith communities, and other groups and organizations as appropriate.
- Greets and interacts with volunteers, assisting volunteers with registering their time, and entering volunteer information and data in Volunteer Hub software program.
- Provides centralized volunteer intake services for Foodbank, conducting volunteer assessments to best match Foodbank needs with volunteer skills, time commitments, and interests.
- Collaborates with Foodbank departments in scheduling of volunteers and ensuring proper supervision and training of volunteers.
- Develops, in collaboration with department leads, and maintains volunteer job descriptions for each Foodbank volunteer task for use as marketing tool. Maximizes existing technology to access and recruit volunteers including email and Foodbank website, as well as development of public presentations to community groups.
- Develops and coordinates appropriate volunteer recognition plans. Collaborates with Foodbank staff to execute volunteer activities and events. Utilizes social media channels, letters/certificates of appreciation for volunteer recognition.
- Develops and maintains volunteer management database system to assist with effective volunteer coordination. Uses appropriate technology (Volunteer Hub) to enter data, post opportunities, track and analyze vital information to ensure successful volunteer relations. Provides monthly reports as requested.
- Assists in the general development activities and events of the Foodbank as necessary or as required by the Director of Development.
- Attends community events to communicate volunteer opportunities
- Conducts tours for groups and orientations for new volunteers.
- In absence of Community Engagement Coordinator, provides food/fund drive supplies when needed to a donor(s).
- Other duties as assigned by the Director of Development or other management.

Qualifications:

- Bachelor's Degree in Marketing, Public Relations, Corporate Communications, Nonprofit Management, Human Services, or related field experience required.
 - 2+ years' minimum experience in volunteer and/or special events coordination, supervisory capacity, and management preferred. Experience with facilitating community-organizing events and recruiting community volunteers and leaders. Ability to coordinate multiple projects/events and adhere to deadlines in a high-energy, fast-paced environment.
 - Excellent written, oral, and interpersonal communications skills.
 - Excellent customer service skills
 - Enthusiastic, flexible, patient, and enjoys working with people of all backgrounds.
 - Proficiency in Windows, Microsoft Word, Excel, and Outlook.
 - Ability to work with a variety of individuals, groups, and diverse communities
 - Comfortable speaking in front of a group relative to the mission of the Foodbank and providing training guidelines.
 - Knowledge and experience with Volunteer Hub and/or other volunteer management software preferred.
 - Ability to relate effectively with staff, volunteers, agency representatives, and the general public.
 - Excellent Attendance
 - Will require some nights and weekends.

Certificates, Licenses, or Registrations:

- Valid VA's Driver's License

Physical Demands:

While performing duties of this job, the employee is regularly required to when working in office or warehouse environment. This job requires that weight be lifted or force be exerted up to **50** pounds when handling inventory, donations, equipment, documents, and files.

Close vision (clear vision at 20 inches or less) working with documents, computer screens and filing.

Distance vision (clear vision at 20 feet or more), peripheral vision, depth perception and ability to adjust focus when operating equipment.

Regularly required to talk or hear when communicating with employees and clients.

Use hands and fingers to handle, or feel

Reach with hands and arms

The employee frequently is required to stand and or walk for extended periods of time.

The employee must be able to climb or balance.

The employee is occasionally required to stoop, kneel, crouch, or crawl.

General Sign-off: Employees are expected to adhere to all company policies and procedures.

I have read and understand this explanation and the job description.

Position: Volunteer Coordinator

Employee Print Name: _____

Employee Signature: _____ Date: _____

Supervisor Print Name: _____

Supervisor Signature: _____ Date: _____

Virginia Peninsula Foodbank is an Equal Opportunity Employer.

The Foodbank encourages applications from qualified persons of every race, ethnicity, national origin, religion, sex, age, veteran status, sexual orientation, and disability.