

Volunteer Coordinator

Department:	Operations
Reports To:	Volunteer Manager
Status:	Non-Exempt, Hourly, PT/FT/Flex/Intern
Pay Range:	\$22.00 to \$24.00 per hour

Job Summary

The Volunteer Coordinator supports the Volunteer Manager by coordinating all volunteer functions within the organization, helping to strengthen food distribution programs and operations, and assisting to sustain a community of supporters. Along with helping match organizational needs with volunteers, this position will recruit, train, schedule, track, supervise, and report on volunteer activities.

The Volunteer Coordinator is primarily a warehouse based position, with 80% of the workweek spent standing and walking on cement flooring, and the remaining 20% of the workweek spent sitting at a desk, performing office type duties.

Typical Work Week Schedule

A typical work week for the Volunteer Coordinator would be Monday through Wednesday and Friday, from 8 am to 4:30 pm with a 30-minute lunch daily. Thursday is 10:00 am to 6:30 pm with a 30-minute lunch. Weekend hours may vary depending on the needs of the event and may have time and/or day leveraged earlier in the week to make up for the weekend day.

Essential Responsibilities

Volunteer Programs

- Assists in determining volunteer needs on a daily basis, coordinating with the operations department and with the other members of the volunteer team.
- Provides excellent customer service and maintains excellent communication.
- Trains and leads individual volunteers, families, and corporate, community and school groups in the warehouse on a daily basis.
- Assists in determining needs for special activities for all departments within the organization.
- Assists with scheduling volunteers and maintaining weekly schedules. Checks schedule for volunteer gaps and cancellations.
- Acts as liaison between volunteers and the Volunteer Manager as needed.
- Supervises volunteers and coordinates volunteer assignments to achieve effective and efficient workflow in the warehouse, in collaboration with Community Food Share's Operations and Programs staff.
- Assists in evaluating volunteer performance through direct observation and/or feedback from other staff. Mentors and coaches volunteers in the performance of their duties. Addresses issues in a timely manner and communicates any necessary feedback with Volunteer Manager and/or Chief Operations Officer.
- Informs volunteers of all volunteer policies, procedures, and standards pertaining to volunteer service ideals through communications, trainings, and working interactions.
- Communicates and demonstrates all updates and process changes.
- Leads orientation, safety training, and refresh and retraining for all volunteers.

- Promotes Community Food Share's mission with volunteers, in conjunction with the Philanthropy Department staff. May attend volunteer fairs, conduct presentations, or participate in other outreach efforts.
- Explains program activities and volunteer roles/needs of Community Food Share to volunteers.
- Assists Volunteer Manager with training staff on how to work with volunteers. Delegates volunteers to different staff areas and ensures that staff are comfortable running their own volunteer projects.
- Confers with Volunteer Manager to resolve grievances and misconduct, promoting cooperation and engagement in pursuit of the common mission.
- Participates in organizing and executing volunteer recognition programs. Assists Volunteer Manager with annual volunteer recognition events. Helps maintain accurate service records and the volunteer database.
- Provides timely statistical and activity reports on volunteer participation for internal and external use, as required.
- Assists Volunteer Manager with providing written content for quarterly print newsletters, and monthly volunteer e-newsletters.
- Assists Volunteer Manager, Offsite Farm Coordinator, and Food Resource & Compliance Manager with Garden Share Program needs, such as scheduling and monitoring volunteers and groups for gleanings and harvests. Performs site visits to gardens to ensure volunteer programs are running smoothly.
- Visits off-site Mobile Pantry and Elder Share distribution locations to welcome and orient new volunteers.
- Attends staff and department meetings.
- Attends other meetings on behalf of the Volunteer Manager and serves as representative for the Volunteer Manager as needed.

Culture

- Promotes collaboration and communication among all Community Food Share staff to ensure successful program implementation and ongoing program support.
- Considers the benefits and consequences to their peer team when taking action, openly shares ideas and information with others, effectively completes work activities with and through others, helps others achieve goals and complete work to meet the needs of the team and the organization.
- Ensures own work is accurate and timely and operates with a culture of accountability while maintaining excellent customer service to donors, participants, volunteers, and other stakeholders — external and internal.

Travel

- Travel locally in-service area may be required, as well as occasional overnight travel for events and conferences.
- Travel locally to mobile pantry sites as well as to other volunteer events may be required.

The above is a fair representation of the duties and responsibilities for this position but is not meant to be all inclusive. Other duties may from time to time be assigned at the discretion of the Volunteer Manager or Chief Operations Officer.

Qualifications & Skills

Alignment with Community Food Share's mission and a compassionate appreciation for hunger issues are essential to the successful performance of all responsibilities. The requirements listed below are representative of the knowledge, skills, and/or abilities required to successfully perform the essential functions of this job:

Education and Experience

- Associate degree or bachelor's degree in nonprofit management, education, social work, business, management, or other related field of study or equivalent work experience preferred. Significant relevant experience may be considered in lieu of formal education.
- One to three years' experience and/or training in nonprofit or social enterprise environment highly preferred.
- Experience providing a high-level of customer service.
- Must possess a valid Colorado Drivers' license, or have the ability to obtain one, and maintain a good driving record and acceptable MVR.

Skills and Abilities

- Ability to use tech and computers to advantage.
- Ability to communicate effectively, professionally, and tactfully with all Community Food Share stakeholders.
- Ability to effectively present information and respond to questions from groups of volunteers, staff, constituents, and the public.
- Confident and experienced in public speaking.
- Ability to organize and monitor multiple simultaneous and synchronous activities, events, and people in a fast-paced environment.
- Ability to complete forms and write routine reports.
- Competent data entry skills and database management skills.
- Ability to understand warehousing logistics and workflow.
- Highly defined organizational and time management skills.
- Ability to multi-task and work under pressure.

Knowledge

- Successfully complete safe food handling training (ServSafe) within 6 months of hire.
- Knowledge of Volunteer Hub preferred.
- Knowledge of Microsoft Office Suite, including Outlook, Excel, Word, and PowerPoint.
- Specialized training on warehouse equipment and trucks for basic operation and safety.
- Aware of OSHA, AIB and Feeding America rules and regulations.
- Knowledge of Community Food Share's Food and Occupational Safety Rules.
- Inventory control and management techniques.
- Familiar with the Boulder and Broomfield Counties community and local agencies a plus.
- Read, write and speak English fluently.
- Bilingual in Spanish a plus.

Behaviors

- Personable and upbeat.
- Able to maintain a calm demeanor.
- Thrives in a fast-paced, ever-changing environment.
- Flexible and adaptable
- Attentive to detail and highly organized.
- Commitment to and passionate about the organization's mission and vision; persuasive communicator.
- Delivers a message without agenda.
- Uses good judgment and discretion.
- Possesses strong ethical character.
- Works cooperatively and effectively with other Community Food Share staff and volunteers in a collaborative environment.
- Self-reliant, good problem solver, results oriented.

- Provides excellent customer service to internal and external stakeholders, primarily volunteers and donors.
- Gives and receives feedback in a respectful and productive way.
- Represents Community Food Share in a professional manner at all times and under a variety of conditions.
- Works independently with minimal supervision.
- Maintains safety as a priority at all times.
- Manages conflict.
- Seeks additional personal development.

Interpersonal Skills

Skills in listening, understanding and/or influencing people are important in achieving organizational objectives, causing action, understanding others, or changing behavior. Skills of persuasiveness, influence or assertiveness, sensitivity to the point of view of others, as well as generational, gender and cultural competency and awareness are requisite to success in this position.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit, stand, bend, kneel, push, pull, stoop, climb ladders, balance, walk for extended periods of time; use hands to finger, grasp, carry, handle, or feel; reach with hands and arms above the shoulder; be able to taste and smell; and hear with or without aid. The employee may lift, leverage, and/or move up to 40 pounds repetitively and consistently. Some travel with mobile pantry operations, or other business-related needs could be required. Specific vision abilities required by this job include close vision, peripheral vision, depth perception and distance vision.

Employees are expected to stand and walk on cement floors a minimum of 80% of the workday.

The physical demands described here are representative of those to be met by an employee to successfully perform the essential functions of this job. This listing may not cover all conditions an employee may encounter in the performance of the essential functions of this position.

Health Related Event Protocol

The Health-Related Event Protocol is in effect anytime required by federal, state, or local health orders, or as required by the organization for public safety.

Remote Work Eligibility: This position is classified as being ineligible for remote work as the essential duties of this position must be performed within the warehouse facility. (TEAM APPLE)

Vaccination: Community Food Share does not require proof of vaccination status. However, this position works directly with the public in the performance of core duties. Employees serving in public facing positions may be required to wear a mask and practice social distancing at certain mobile, donor, or agency facilities regardless of vaccination status. Further, vaccination status may be required by donor businesses, agencies, or other facilities. While this is not a requirement of Community Food Share, it may be a requirement of the donor business, agency, or facility where we perform our work. Those unable to comply with outside requirements are required to speak directly with their supervisor or HR for assistance in this matter.

Typical Work Week Schedule

A typical work week for the Volunteer Coordinator would be Monday through Wednesday and Friday, from 8 am to 4:30 pm with a 30-minute lunch. Thursday is 10:00 am to 6:30 pm with a 30-minute lunch. Weekend hours would vary depending on the needs of the event and may have time and day leveraged earlier in the week to make up for the weekend day.

Work Environment

Community Food Share operates in a working warehouse environment. The majority of these duties (a minimum of 80% of the employee's time) may be performed within the warehouse setting, where standing, carrying, pushing, pulling, and walking for long periods of time on cement floors, may be expected. While performing some of the duties of this job, the employee may be exposed to wet and/or humid conditions and moving equipment. The employee may be exposed to high, precarious places; outside weather conditions; and extreme cold in the walk-ins. The noise level in the work environment is usually moderate but may be loud with machinery and equipment in operation. Approximately 25% of the duties of this position may be performed in an office setting, where the employee could be required to sit for long periods and operate computer and telephone equipment. Travelling to and from mobile pantry sites, or for other business-related needs, may or may not be in company vehicles.

The work environment characteristics described above are representative of those an employee encounters while performing the essential functions of this job. This listing may not cover all aspects of the warehouse/office environment which an employee performing the essential functions of this position could encounter.

Reasonable accommodation may be made to enable qualified individuals to perform the essential functions of this position.

The pay range for this position is \$22.00 to \$24.00 per hour.

Community Food Share offers a rich suite of benefits for its full-time employees, including,

- 20 paid vacation days per year with annual rollover
- 10 paid Holidays
- 10 paid sick days per year
- 1 personal day per year
- 95% company paid health insurance
- 100% company paid dental insurance
- 100% company paid life and short-term disability insurance
- Voluntary vision insurance
- Matched SIMPLE IRA vested at 100% from day 1

Did we mention we have a **great** culture?

To apply for this position, please submit a current resume and cover letter detailing your qualifications and interest in this position to careers@communityfoodshare.org.