



VOLUNTEER COORDINATOR

Position Title: Volunteer Coordinator
Reports to: Operations and Warehouse
Status: Full time, non-exempt
Hours: Full-time (40 hours/week).

**** Schedule for this position is Tuesday-Saturday. Hours are 8:30am-5:00pm Tuesday/Wednesday/Friday, 11:30am-8:00pm Thursday, 7:00am-3:30pm Saturday ****

Mission of the Imperial Valley Food Bank:

Fighting Hunger - Bringing Health and Hope to the Imperial Valley

Job Summary:

The Imperial Valley Food Bank is an exciting, challenging, and rewarding place to work. The Volunteer Coordinator is responsible for overseeing all aspects of volunteer engagement to make Imperial Valley Food Bank the volunteer organization of choice among companies and potential volunteers in Imperial Valley. The Volunteer Coordinator plays a frontline role in communicating the impact volunteers have on IVFB's mission while supporting the critical operations support volunteers provide in service to clients. This position is essential to cost-saving for operations and distributing food to our clients, as well as inspiring ongoing volunteer and financial support to our food bank. The Volunteer Coordinator is passionate about carrying out and sharing the vision and mission of bringing Health and Hope to Imperial Valley.

The Volunteer Coordinator is responsible for continuously improving the volunteer program through regular recruitment, retention, and recognition activities. They also play a critical role in ensuring the volunteer workforce planned each day meets the operational needs of the food bank and that personal and food safety is ensured.

Key Responsibilities:

- **Volunteer Recruitment**
 - Maintain IVFB's Volunteer Hub recruitment platform to make signing up for shifts easy for community members
 - Set goals and a recruitment plan to engage volunteers across the community, including corporate, civic, religious, school, and other community groups
 - Assess skill sets of volunteers to ensure proper project selection and placement
 - Coordinate with other IVFB departments to develop skills based program to engage volunteers beyond the warehouse
 - Develop a court ordered volunteer program

- **Volunteer Retention**
 - Provide an excellent volunteer experience that inspires volunteers to return.
 - Plan, schedule, and implement projects. Ensure volunteer capacity is matched to operational workload.
 - Effectively introduce volunteers to the mission of IVFB and train volunteers in the specific project at hand (including process, personal, and food safety)
 - Ensure volunteers have easy access to needed materials and supplies throughout their shift.
 - Ensure volunteers have a direct contact immediately available throughout their entire shift as questions and needs arise.
 - Develop a team leader program to retain long time volunteers interested in greater responsibility.
- **Volunteer Recognition**
 - Thank volunteers at the end of each shift and inspire them to return by providing a summary of what was accomplished and the impact it will have
 - Take photos of volunteer groups and send thank you email with photo and summary of what was accomplished
 - Develop an ongoing recognition plan
 - Budget, plan and lead an annual volunteer recognition event each April during National Volunteer Month
 - Track volunteer hours and related information in database
 - Recognize volunteers through thank you letters, photos, Facebook posts and special events.
- **Cross Functional Collaboration/ Continuous Improvement**
 - Collaborate with other departments to ensure projects are completely set up in advance of volunteer arrival.
 - Develop and establish the processes for repacking of products.
 - Set up projects including design of work areas
 - Prioritize and organize work load including project requests
 - Establish timelines for projects adequately forecasting volunteer needs based on project timing and needs;
 - Conduct an annual volunteer survey
 - Identify new trends in volunteerism and maintain best practices
- **Maintain Personal and Food Safety**
 - Maintain cleanliness of all project areas
 - Train and ensure all personal and food safety requirements are followed by volunteers
- **Community Engagement**
 - Give presentations and attend community/corporate fairs to recruit volunteers and share about IVFB's mission
 - Attend volunteer network meetings
 - Engage community in volunteer opportunities within the program
 - Give warehouse tours to potential volunteers and the general public
- **Reporting/ Paperwork**
 - Ensure adequate inventory of needed supplies

- Print necessary documents and labels for volunteers
- Regularly pull volunteer service hour reports for organizational recording and individual service record requests
- Complete paperwork as required
- Follow all operations SOP's as needed. May include weighing, counting, and calculating.
- **Leadership/Supervisory Responsibilities**
Responsible for providing first-line management to volunteers or managing a program area w/o direct supervision. Will determine and assign resources including the development of work processes and performance management of volunteers within the department.

Education and Experience

- High School diploma or equivalent
- Previous experience in a role leading or teaching others and/or with high levels of customer service or engagement, including but not limited to leading groups of volunteers, teaching, coaching, or retail experience
- Valid Class C CA Driver's License and insurance and ability to be covered under the Food Bank's auto Insurance policy required.
- Bilingual English/Spanish

Qualifications

- Exceptional people skills and passion about volunteerism and Imperial Valley Food Bank's mission, vision and values.
- Excellent written, oral and interpersonal communication skills demonstrating clarity and on-target messaging for a variety of audiences.
- Demonstrated ability to work pleasantly under pressure and in a fast-paced environment with multi-faceted demands and deadlines.
- Organized and detail oriented, yet flexible with an adaptable personal style. Able to coordinate multiple tasks simultaneously.
- Takes initiative/ self starter. Ability to work with minimal supervision using independent judgment for decision making, as well as work cooperatively with other organizational staff, volunteers, donors and clients.
- Employee must be able to pass the organizations forklift certification test within 60 days
- CPR/First Aid preferred
- Must be able to lift up to 40lbs.

The above statements are intended to describe the general nature of work being performed by those assigned to this position. They are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel in the position. All personnel may be required to perform duties outside of their normal responsibilities, including flexibility in work hours and location.