

Position: Volunteer Coordinator
Department: Development
Reports to: Donor Relations Manager
Classification: Part-time, non-exempt. Some evening and Saturday work is required.
Compensation: Starting pay is \$15.00/hour. Benefits include paid holidays and PTO calculated at 1/2 the rate of full-time employees

SUMMARY

Tri-State Food Bank relies heavily on volunteers to accomplish its mission. The Volunteer Coordinator must be flexible and able to work effectively with a wide range of people. The ideal candidate must have excellent verbal and written communication skills, problem solving-skills, the ability to work unsupervised and take initiative when necessary. This position is a member of the Development Team and reports directly to the Donor Relations Manager. Primary responsibilities include recruiting volunteers, coordinating volunteer groups, managing the volunteer registration process via VolunteerHub, assisting with volunteer groups, leading weekly teen volunteer events, acknowledging volunteer and food & fund drive groups, and consulting for volunteer functions within Tri-State Food Bank.

DUTIES and RESPONSIBILITIES:

1. Serve as point of contact for all volunteer activities and events
2. Maintain volunteer event descriptions for each volunteer activity
3. Market and communicate volunteer opportunities to raise awareness of volunteer needs via social media and website
4. Recruit and schedule businesses, churches, schools, and organizations for volunteer events
5. Ensure volunteers are scheduled to support the various areas of operations and development
6. Provide ongoing information and support for volunteers to manage/assist before they arrive and upon arrival to provide the best experience and minimize confusion and problems
7. Maintain accurate records and provide timely statistical and activity reports on volunteer and food and fund drive participation
8. Work cooperatively with Administrative Assistant, Donor Relations Manager, Operations Director, and Volunteer Leader to ensure a quality experience for all volunteers.
9. Handle telephone, voicemail, written, and e-mail inquiries for information regarding volunteering and food and fund drives in a professional, accurate, and timely fashion
10. Maintain and manage volunteer policies, procedures, and standards of volunteer service
11. Serve as a role model and mentor when working with teen groups
12. Build relationships with groups through service and follow up written communication/ acknowledgment that result in return group visits and reoccurring food and fund drive events
13. Be available to work some evenings and Saturdays
14. Be an advocate for the organization and maintain professionalism at all times when representing Tri-State Food Bank
15. Assist with evaluation of volunteer projects to ensure effectiveness and to recommend/implement changes as appropriate
16. Assess and respond to volunteer feedback received through comment forms, surveys, email, and phone calls
17. Conduct volunteer orientation and training as needed
18. Work with Operations Director to maintain accurate electronic Food and Fund Drive Records
19. Organize and participate in volunteer recognition programs and special events
20. Attend recruiting events within the community to attract qualified volunteers as needed

POSITION REQUIREMENTS

Required Education/Experience:

- College degree preferred
- Demonstrated ability to build professional networks and sustain relationships
- Excellent presentation and communication skills with the ability to prepare and present information
- Proven success as part of a cooperative team

REQUIRED KNOWLEDGE/SKILLS:

- Ability to work at a fast pace with a high level of accuracy and attention to detail
- Ability to maintain professionalism at all times
- Strong team player and positive peer relationships
- Demonstrated independent judgment and problem-solving skills
- Strong analytical skills
- Excellent computer skills (Microsoft Word, PowerPoint, and Excel)
- High energy person with excellent interpersonal skills
- Excellent organizational skills with high attention to detail and follow-through
- Exceptional written and verbal communications skills and attention to detail
- Ability to meet deadlines and work well under pressure, with a history of success in roles requiring creative and critical thinking while managing multiple priorities in a dynamic environment
- Demonstrated commitment to continuous process improvement
- Experience with or knowledge of social service/hunger issues a plus
- Commitment to Tri-State Food Bank's mission

PHYSICAL REQUIREMENTS:

- Ability to give regular communications in person, writing, by email, and by telephone
- Prolonged standing, walking, and bending in addition to sitting in front of a computer
- Ability to access, research, read, review, enter and retrieve information from a computer, hard copies, and desktop publishing systems
- Ability to lift, carry, and set up a variety of materials weighing up to 30 pounds
- Ability to operate equipment such as pallet jack, metal cart, etc.
- Ability to pack, unpack and put away various materials
- Ability to give presentations and tours to groups

The purpose of this job description is to provide an overview of the scope of the position. This is not a comprehensive list of duties/responsibilities. Other duties and responsibilities may be assigned.

To apply: Send cover letter and resume to: Mardi File, Donor Relations Manager, Tri-State Food Bank, 2504 Lynch Rd., Evansville, IN 47711.