



Central California Food Bank
Job Description

Job Title: Volunteer Services Coordinator
Reports To: Volunteer Manager
FLSA Status: Non-Exempt

Prepared By: Volunteer Manager
Approved By: Director of Programs
Pay Rate: \$20.00 per hour

POSITION SUMMARY:

The Volunteer Services Coordinator will be responsible for supporting and leading volunteers and workforce development participants at Central California Food Bank (CCFB) and its partner distribution sites. This includes training new volunteers, managing a volunteer database, monitoring projects in real time, and communicating progress and concerns to the Volunteer Manager. As part of the Volunteer Services team, they will be the primary liaison to volunteers and workforce development participants in our project areas, ensuring the most positive and safe experience possible.

The following is a list of major duties and responsibilities for this position. It is not all-inclusive. Other duties and responsibilities may be added as needed and, in addition, management as appropriate may modify this job description.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Volunteer and Workforce Development Experience

- a. Assist Volunteer Manager to provide leadership and training for volunteers and workforce development participants. Projects may include sorting food, office support, and assembling food bags or boxes in the distribution center.
- b. Ensure a positive and meaningful experience for all individuals through proper support, instruction, and supervision throughout shift.
- c. Greet volunteer groups, utilize current CCFB talking points, provide overview of safety, including food safety, and scheduled projects.
- d. Support Volunteer Manager in training of volunteers and workforce development participants on daily processes.
 - i. Provide support and feedback to distribution center team.
 - ii. Communicate training needs and opportunities based on daily observations and team feedback.
- e. Partner with Operations and Development Department to facilitate special events and projects.
- f. Coordinate volunteer recognition efforts throughout the year. Volunteer recognition efforts may include annual Volunteer Appreciation event, thank you letters, volunteer highlights in CCFB's communications, individual and group recognition, etc. Develop new volunteer recognition efforts as appropriate.
- g. Ensure high standards of a safe, healthy, and supportive environment for all volunteers, workforce development participants, and staff in accordance with all appropriate legislation and regulations.

2. Project Coordination

- a. Collaborate with Operations, Programs, and Development Department in coordinating projects, including logistical needs, volunteer recruitment, and overall event planning.
- b. Monitor production in real time and provide feedback to Volunteer Manager about any production issues or concerns.
 - i. Assist in weekly project planning.
 - ii. Implement changes to project plans and estimate outcomes.
 - iii. Maintain inventory of labels, bags and tape, and other project supplies.

- c. Serve as project point person for other departments, including inventory and programs teams.
 - d. Ensure safe food handling practices are followed by volunteers and workforce development participants.
- 3. Provide excellent customer service to all CCFB customers including CCFB clients, staff, donors, logistics personnel, partner organization personnel, volunteers, board members and the general public:**
- a. Engage in the following tasks or behaviors that represent excellent customer service: timely responses, punctuality, and attendance, treating others with respect, being knowledgeable, providing accurate information, using appropriate non-verbal and verbal communication.
 - b. Ensure compliance with Feeding America and CCFB regulations and guidelines.
 - c. Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

This position does not have supervisory responsibilities but will be responsible for leading and training volunteers with support from the Volunteer Manager and Director of Programs.

MINIMUM QUALIFICATIONS:

- High school diploma or GED required
- 1 or more years' experience in customer service, volunteer coordination, social services, or a related non-profit setting
- Excellent communication skills with the ability to interact with diverse populations of volunteers, participants, staff, donors and partner representatives in a courteous and professional manner; ability to present to groups of various size and demographics in an engaging manner
- Ability to adapt to quickly changing business environment including learning and applying new training and knowledge
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals
- Proficient in Microsoft Office and general computer programs; database experience helpful
- Must have valid CA driver's license with good driving record
- Must be insurable by CCFB company vehicle insurance provider

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations will be made in accordance with ADA to enable individuals with disabilities to perform the essential job functions.

This position is located at a warehousing/distribution facility. With warehouse and truck traffic in the facility and grounds, a few steps to walk up into the facility and product stacked and stored throughout, this position requires someone who is mobile and who can watch for traffic and normal hazards of a warehouse environment. While performing the job duties of this job, the employee is regularly required to sit, talk, and hear. The employee frequently is required to stand, walk and/or reach with hands and arms. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. Must be able to use a computer to track detailed data, write reports and receive information; must be able to communicate by phone and in person; must be able to drive to and from meetings, events, and to run errands.

Central California Food Bank is an at-will employer. This means that employment can be terminated at-will by the company or employee and such termination can be made with or without notice.

*Central California Food Bank is an Equal Opportunity Employer.
Central California Food Bank is a proud member of Feeding America.*

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Job Description Acknowledgement

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By signing below, I am acknowledging that I have received a copy of this job description.

I understand I am to become familiar with my job description's contents as it represents a summary of my job duties, which are not all-inclusive and are subject to change, with or without prior notice. I understand it is my responsibility to talk to my manager or Human Resources if I have any questions regarding my individual job responsibilities or any policies and procedures.

Further, I understand that signing this document does not constitute a contract of employment with Central California Food Bank.

Employee Name (Print)

Employee Name (Signature)

Date