

Feeding Southwest Virginia

Job Description

Position Title: **Volunteer Services/Food Drive Coordinator**
FLSA Status: Non-Exempt
Salary Grade: 9
Department: Operations
Location: Abingdon Facility
Supervisor: Operations Director
Supervises: None
Revised Date: 10/26/2020

Position Purpose:

The Abingdon (ABG) Volunteer Services/Food Drive Coordinator will support the mission of Feeding Southwest Virginia and is responsible to recruit and manage volunteers to fill the positions that are determined to be essential to the successful operation of the enterprise on a continuing day-in day-out basis. Maintain open communications with staff members for awareness of additional volunteer opportunities and needs.

Position Essential Functions and Responsibilities:

To be successful in this role, an individual must be able to perform in a satisfactory manner the functions or responsibilities listed below.

Position Responsibility (Expected Work)

1. As the Volunteer Services/Food Drive Coordinator, he/she will demonstrate a professional demeanor in interactions with all Feeding Southwest Virginia staff, agencies, program representatives and government officials in ensuring a safe, regulatory compliant facility, and working environment.
 - Stay informed and consistently practice the policies and procedures of Feeding Southwest Virginia, Feeding America national office, USDA, FDA and government regulations pertaining to food handling, storage, sanitation and disposal.
 - Ensure compliance to Feeding America, VA Department of Agriculture and other health and safety regulatory bodies.
 - Possess knowledge of Feeding Southwest Virginia and all programs.
 - Complete ServSafe training within three (3) months of employment date and maintain current ServSafe certificate thereafter.
 - Working closely with, and under the guidance of, the Operations Director and indirectly with the Director of Volunteer Services, the Volunteer Services/Food Drive Coordinator is responsible for:

Volunteers:

- Recruit, manage, supervise and assign volunteers as needed to sustain the following programs: Harvest Home Community Kitchen, Abingdon Children's Kitchen, Quality Assurance and any Special Events.
- Ensure that volunteers are scheduled in the kitchen and become knowledgeable of kitchen practices and food preparation planning, and ensure any donated food use in the HH kitchen is charged to the kitchen in accordance with inventory best practice.
- Enter any manual PPU / Meal Connect agency recaps are entered per best inventory practice.
- Maintain relationship with Washington County Courts System regarding acceptance and scheduling of Community Service Workers (CSW's).
- Maintain monthly shopping list, serving supplies and equipment for the Harvest Home kitchen.
- Ensures an effective, meaningful, safe and productive working experience for our volunteers in following established guidelines and standards in processing food and products.
- Provide volunteers with orientation and training.
- Attend volunteer fairs for recruitment.
- Schedule assignments and tours for volunteer groups and walk-in volunteers.
- Develop and implement volunteer recruitment strategies.
- Prepare and maintain volunteer information and liability waiver forms.
- Recognize volunteers by various means, including Thank You Cards.
- Track volunteer hours and provide monthly recap reports to both the ABG Operations Director and the Director of Volunteer Services.

- Maintain and distribute a weekly/monthly calendar to appropriate departments in scheduling volunteers.
- Obtain follow up and closing statements regarding the volunteer experience.
- Assist the Mobile Food Pantry Coordinator and Mobile Food Pantry distribution site Coordinators to ensure that adequate volunteer support is available for each Mobile Food Pantry distribution.
- Coordinate with Food Bank staff and volunteers in organizing large volunteer events.
- Assist in updating departmental SOP's as needed.

Food Drives:

- In conjunction with the Development Department, coordinate and manage cause-related marketing events, promotions, and food drives.
 - Recognize food drive sponsors by various means, including Thank You Cards.
 - Perform clerical tasks including correspondence, report generation, copying, and filing as assigned.
 - Provide excellent internal communication with employees from various departments and external communications with the public, specifically donors and vendors to solicit food, purchase goods and services, and to communicate the organization's mission and purpose to the public.
2. As the Volunteer Services/Food Drive Coordinator representing the organization, he/she will demonstrate a professional demeanor in interactions with all agencies, food donors and the general public.
- Research, develop and maintain relationships with prospects via phone calls, visits, mailings, and publications pertaining to food drives
 - Represent the organization professionally; maintain positive public relations, and exceptional customer service.
 - Relate well with volunteers, donors, community organizations and general public.

Diversity:

Demonstrate a core value of diversity by modeling and ensuring diversity and cultural competency (respect, inclusiveness, reflecting, valuing and welcoming of cultural differences) in all position responsibilities regardless of age, color, disability, gender, gender identity or expression, social class, marital status, national origin, race, ethnicity, religion, sexual orientation, veteran's status, nationality, age, language, origin or employment status.

Other functions:

- Promote a cooperative spirit within the organization and among internal and external participants.
- Perform other duties as assigned by the Operations Director, Chief Operations Officer and the President and CEO.

Interface: Responsible in maintaining positive relationships.

Interfaces with the general public, media, volunteers, donors, customers, suppliers, staff in Salem and Abingdon, Feeding America, agencies, and key contacts.

Minimum Skills and Qualifications required to capably perform in the position.

Training, Education and Experience:

Education:

- Bachelor's Degree or equivalent combination of education and/or 2-3 years' experience in a related field required.

Experience:

- Two years of strong customer service experience in dealing with the public required.
- Food nutrition and food safety compliance preferred.

Knowledge, Skills and Abilities:

- Excellent oral and written communications skills, with public presentation experience.
- Excellent organizational, critical thinking, decision making, and interpersonal skills.
- Ability to work in concert with volunteers in ensuring a desirable volunteer experience.
- Ability to work at a fast pace with a high level of accuracy and attention to detail.
- Able to work independently and to handle multiple priorities under minimal supervision.
- Must be able to understand instructions and effectively demonstrate quality results.

- Possess a willingness to learn.
- Able to meet deadlines.

Allowable Substitutions: Combination of education, experience, and/or training that provides the required knowledge and skills for the position may be considered in lieu of education and/or experience at the company's discretion.

Language Skills:

- Must have professional written and verbal communication skills with demonstrated ability to communicate effectively and convey concepts in an understandable way.
- Ability to communicate effectively with all Board Members and staff members.

Mathematical Skills:

- Ability to perform basic math functions.

Technical/Computer Skills:

- Proficiency required in the use of a proficient use of Microsoft Office Suite products such as Word, Publisher, Power Point and Excel are necessary.
- Capable of learning and independently operating equipment required for the position including but not limited to printer, multi-use copier, and phone system.

Other Skills and Abilities:

- Ability to maintain confidentiality at all times.
- Must be reliable and dependable.
- Positive work ethic, good relationship management skills and team-oriented attitude.
- Maintain compliance with established Food Bank directives, policies and external regulations.
- Be assertive in monitoring and implementing Feeding America and food industry best practices.

Licenses and Certificates:

Valid Driver's License and own transportation to work required. Must maintain a safe driving record in driving company vehicles.

Team Commitment:

Considers the benefits and consequences to the 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. Criticizes actions, when necessary, not people and effectively negotiates win-win outcomes.

Flexibility:

Be willing to work overtime and mandatory days set forth by the organization on short-notice. Be willing to work flexible coverage as needed.

Physical Demands:

The demands described here are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the tasks outlined in this job description.

The position operates in an office setting and within other areas of the food bank regularly. This position requires sitting at a desk and involves computer work with frequent interruptions. Frequently, conducts work in an external environment. Vision abilities required include close vision and the ability to adjust focus. Routine travel to functions and special events is normal, which requires driving. Occasionally, may be required to respond to organizational needs outside of normal working hours. The employee may be required to walk, stand, push, pull, lift bend, and carry objects up to 30 pounds. With forklift traffic in the facility and product stacked and stored throughout, this position requires someone who is mobile and who can hear and watch for traffic and normal hazards of a warehouse environment. Conducts work in a fast paced and deadline driven environment.

Work Environment:

Feeding Southwest Virginia is an equal opportunity employer and embraces a philosophy that recognizes and values diversity. Our goal is to attract, develop, retain and promote a talented diverse workforce in a culture where all employees will contribute to their fullest potential. This description provides information regarding the essential function of the designated job, and the general nature and level of work associated with the job. It should not be interpreted to describe all the duties whose performance may be required of such employees or be used to limit the nature and extent of assignments the individual may be given. This job description is not an employment agreement or contract.

I understand the requirements of the job.

Employee: _____
(Please print name)

Date: _____

(Employee Signature)

Supervisor: _____
(Please print name)

Date: _____

(Supervisor Signature)