

**FOOD BANK OF THE SOUTHERN TIER  
POSITION DESCRIPTION**

<b>POSITION TITLE:</b>	Volunteer Coordinator	<b>STATUS:</b>	Non-Exempt
<b>DEPARTMENT:</b>	Development & Community Engagement	<b>W/C# / EEO#:</b>	8810 / 5
<b>POSITION LEVEL:</b>	Coordinator	<b>GRADE LEVEL:</b>	305

**PRIMARY FUNCTIONS:**

Coordinates all aspects of the Food Bank's Volunteer Program. Identifies and manages the Food Bank's need for volunteers as a pipeline to the annual fundraising program. Recruits volunteers and develops training tools as needed. Cultivates relationships with volunteers to match their time and talents with appropriate opportunities. Executes recognition activities. Evaluates program and recommends strategic changes as needed. Impeccable customer service, strong communication skills, focus on relationship building, ability to work with people of all levels and backgrounds, organizational skills, and ability to think strategically are requirements for the position.

**SPECIFIC DUTIES:**

- Work closely with Food Bank departments to identify volunteer needs and schedule volunteers accordingly. Onsite volunteer opportunities may include repackaging and sorting food, office support, and others as identified. Maintain and order supplies for beverage station., update and manage volunteer name badge area in Volunteer Lounge and collaborate with Production Manager on understanding volunteer job performance and manager volunteer issues appropriately.
- Greet volunteers at the door as they arrive and thank them when they depart.
- Coordinate the use of online volunteer registration software to manage volunteers. Recommend and adjust volunteer registration process changes as needed to increase efficiency with the use of online tools.
- Coordinate volunteer orientation process. Work closely with appropriate staff to develop tools that strengthen a volunteer's understanding of the Food Bank and provide training for volunteer tasks. Manage volunteer policies and procedures, including volunteer agreement and safety policy. Develop minimum requirements for each volunteer opportunity to ensure a safe and rewarding experience for all volunteers.
- Utilize Raiser's Edge to track and analyze volunteer statistics to help ensure successful volunteer relations and program management including volunteer preferences, volunteer hours and dates of service, volunteer accomplishments, and other data as appropriate. Evaluate volunteer program periodically. Gather volunteer feedback and assess volunteer performance to strengthen the volunteer program. Recommends program adjustments as needed.
- Coordinate volunteer recognition efforts throughout the year. Volunteer recognition efforts may include annual VIVAs (Very Important Volunteer Awards) event, thank you letters, volunteer highlights in the Food Bank's communications, individual and group recognition, certificates of appreciating, etc. Develop new volunteer recognition efforts as appropriate.
- Work closely with the Community Education Coordinator to offer hunger education opportunities for volunteer groups.
- Work closely with the Development & Community Engagement team to cultivate relationships with volunteers and assist with corporate engagement strategies, including documentation of contact information, communication, and meaningful interactions in Raiser's Edge.
- Work closely with the Community Engagement Manager to develop volunteer program content for the Food Bank's website and on opportunities to increase awareness of the Food Bank's Volunteer Program. Outreach may include press releases, on-air interviews, social media, and other opportunities as identified.
- Perform general volunteer activities and other development & community engagement related duties as assigned by the VP of Development & Community Engagement and/or Community Engagement Manager.
- Other duties as assigned

**TITLE OF DIRECT SUPERVISOR:** Community Engagement Manager

**STANDARD WORK SCHEDULE:** 8:00 am to 4:00 pm Monday thru Friday, some nights and weekends as needed

**WORKSITE:** 388 Upper Oakwood Ave., Elmira, NY 14903

**WORK FROM HOME:** Not Eligible

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- EDUCATION & EXPERIENCE:**
- Associate’s Degree plus 2 years experience or equivalent combination of education and experienced related to volunteer coordination preferred
  - Experience in a Non-Profit organization a plus
  - Proficiency in Microsoft Office Suite and Excel strongly preferred

**ADDITIONAL REQUIREMENTS:**

- Ability to coordinate multiple projects/events and adhere to deadlines in a high-energy, fast-paced environment
- Excellent written, oral, and interpersonal communication skills
- Proficiency in Windows, Microsoft Word, Excel, and Outlook
- Knowledge of Volunteer Hub and Raiser’s Edge a plus
- Ability to relate effectively to other staff, volunteers, agency representatives, and the general public
- Ability to adjust your schedule to work evening and weekend hours as needed
- Ability to multi-task and prioritize duties
- Willingness to foster agency, department, and program-wide cooperation and teamwork through the use of positive/constructive communication technique
- Ability to analyze and interpret data and to handle problem resolution
- Able to maintain absolute confidentiality regarding all written and verbal information
- Demonstrate ethical business practices, in conformance with all state and federal laws and regulation
- Willingness to foster agency, department and program-wide cooperation and teamwork through the use of positive/constructive communication techniques
- Commitment to serving vulnerable populations and ending hunger in the Southern Tier
- Possession of a valid Drivers’ license and a driver’s record considered acceptable by agency and insurance carrier
- Continuous use of a reliable, registered and insured vehicle
- Demonstrate full adherence to the Code of Conduct and all policies/procedures related to compliance
- Adheres to all applicable federal and state laws and regulations including, but not limited to, those governing confidentiality, privacy, program, billing, and documentation standards. All duties must be performed in accordance with CCDR’s corporate compliance and ethics program.

**Ability to meet the following physical requirements with or without reasonable accommodation:**

- Use hands to manipulate, handle, feel, and control items or equipment, including motor vehicle
- Stand, sit, walk, bend, stoop, kneel, and reach
- Climb up or down stairs
- Able to reach above or below shoulders
- Occasionally lift or move objects weighing up to 20 lbs.
- Occasional exposure to noise, disagreeable orders, dust, fumes, dirt, heat and/or cold conditions
- Sitting at a desk or in a vehicle for long periods of time to perform certain job functions
- Be able to read, write, and interpret written documents

**Acceptance of the Food Bank of the Southern Tier’s**

- Mission: Working together to build and sustain hunger-free communities throughout the Southern Tier
- Vision: The Food Bank of the Southern Tier is committed to creating a future without hunger, where access to healthy food by all is recognized as fundamental to the well-being and success of individuals and the foundation of a strong, vibrant society
- Organizational Values: Have Integrity, Be Brave, Share Your Strength, Respect Relationships and Honor the Mission

**EMPLOYER’S DISCLAIMER:**

- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor
- This document does not create an employment contract, implied or otherwise, other than an “at will” relationship

**EMPLOYEE CONFIRMATION:**

I have received and read a copy of this job description.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name