



**FOOD BANK**  
OF IOWA

<b>Job title:</b>	<b>Volunteer Coordinator (Non-exempt/Hourly)</b>
<b>Reports to:</b>	Sr. Volunteer Training & Development Manager
<b>Date:</b>	4/5/21

Mission: We provide food for Iowa children, families, and seniors to lead full and active lives, strengthening the communities where they live.

Vision: A hunger free Iowa.

Core Values: Collaboration; commitment; compassion; courage; creativity.

### Job Purpose

This position is responsible for safe implementation of volunteer activities, including planning and preparing for the project at hand, supervision of volunteers, and ensuring a fun and meaningful experience.

### Primary Duties and Responsibilities

Be accountable, yet foster **collaboration**. Provide feedback with **compassion** and accept feedback with **courage**. **Creatively** problem-solve and innovate. **Commit** to the success of all team members.

- Schedule, confirm, train and manage group and individual volunteers, including the provision of specific safety protocol
- Assist with consistent volunteer recruitment; manage volunteer recruitment posts
- Track productivity and set goals related to completion of projects
- Prepare the space and resources well in advance to ensure efficiency
- Manage the inventory of materials necessary for volunteer activities
- Complete necessary paperwork and place product in distribution center promptly
- Supervise volunteer activities with infectious enthusiasm
- Evaluate, schedule, and manage support for food drive and special events
- Cross-train and supervise distribution center staff to assist as necessary
- Thank volunteers and ask for continued donations of time, talent, and treasure
- Ensure Volunteer Center is maintained in a clean, orderly, and eye appealing manner to ensure the best possible impression on volunteers.
- Establish and maintain standard operating procedures and appropriate internal control safeguards which are relevant to work responsibilities

## Critical Working Relationships

The Volunteer Coordinator will work in a collaborative manner with distribution center personnel, Product Flow team members, Philanthropy team, and others as needed to drive toward meeting strategic objectives, including donor and volunteer engagement, completion of important projects, and fulfillment of the mission.

## Decision Making Examples

**SITUATION:** The Food Bank of Iowa has received a large donation of food which cannot be added to inventory in its current form.

**DECISION:** The Volunteer Coordinator must find a way to transform the product so that it can be placed in inventory, using volunteer power. Working collaboratively with the Product Flow team, a plan should be determined for 1.) How to repack the product so that it makes sense for our inventory system and our partner agency's needs 2.) Decide a process of repacking to be both simple and still efficient enough to get the product on inventory as quickly as possible. 3.) Ensure food safety at all times in the repacking process.

**SITUATION:** A group who is supportive of Food Bank of Iowa has reached out with a desire for a group shift during a time when FBOI has a surplus of projects.

**DECISION:** The Volunteer Coordinator will utilize our space and calendar to add the group on the schedule, if possible. This could include adding an extra shift or adding extra spaces to regularly occurring shift(s).

## Qualifications

- Commitment to Food Bank of Iowa's vision, mission and values
- Professional maturity, good judgment, integrity and honesty
- Ability to support night and weekend events, which may involve local travel
- Experience/Certification for forklift and pallet jack, preferred
- Ability to safely drive a large truck, Class B CDL with Air Brake certification preferred
- Must pay attention to detail, think creatively, and effectively problem solve
- Knowledge of Microsoft Office
- Excellent interpersonal and communication skills

## Working Conditions and Physical Requirements

Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, lift and carry up to 50 pounds, perceive depth, operate a motor vehicle, and operate motor equipment.

Conditions may include working inside and outside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.

Equipment (machines, tools, devices) used in performing the essential functions include computer and related equipment, , calculator, copier, fax machine, telephone, automobile, floor jack, and fork lift.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The skills & duties listed are representative of the knowledge, skill, and/or ability required. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**ACKNOWLEDGEMENT**

*I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I understand that this is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, Food Bank of Iowa reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed as directed by Food Bank of Iowa I understand that I may be required to work overtime, different shifts or hours outside the normally defined workday or workweek. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and Food Bank of Iowa has a similar right.*

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

Food Bank of Iowa is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act and/or applicable state regulations, Food Bank of Iowa will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with Food Bank of Iowa.