

# Volunteer Coordinator

## Job Description

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<b>Department:</b>	Development
<b>Reports To:</b>	VP Development & Communications
<b>Employment Type:</b>	Full-Time
<b>Status:</b>	Exempt

### Summary

The Food Bank of Northwest Indiana has a robust volunteer program hosting more than 4,000 volunteers annually. This is a dynamic and demanding position that is integral to promoting and advancing the mission of the organization. The Volunteer Coordinator must be enthusiastic and passionate about the work of the Food Bank of NWI to address hunger and food insecurity. The position is responsible for coordinating all aspects of volunteer recruitment, engagement, training, management, cultivation, and retention. This position reports to the VP Development & Communications and works closely with Operations & Programming.

### Essential Duties & Responsibilities

- Recruiting, training, and supervising new volunteers daily for operations, programming, special events, and other initiatives
- Manage departmental volunteer needs
- Matching the needs of the Food Bank of NWI with volunteer skillsets
- Collecting volunteer information, availability, and skills, and maintaining an up-to-date database
- Using marketing tools such as outreach programs, e-mails, and volunteer databases
- Keeping new and existing volunteers informed about the organization and volunteer opportunities
- Preparing codes of conduct and operating procedures to uphold the organization's values
- Ensuring the organization's purpose is conveyed to the public
- Works closely with teams from Operations & Programming to balance and find creative solutions for the flow of projects
- Enforcing Food Safety through the Volunteer programs
- Organizing, tracking, and reporting volunteer data, as required for reports, grants, etc.
- Ensuring AIB food safety practices and policies are followed by all volunteers
- Representing the Food Bank at community events, food drives, fundraisers, Mobile Market food distributions, tours, off-site recruitment events, etc.
- Engaging our community with food and fund drives
- Managing all aspects of the food drive process from sign up to pick up, in collaboration with Operations & Programming
- Create and implement innovative and effective volunteer experiences
- Implement and lead volunteer orientation and on-going training
- Complete ServSafe food safety certification course

### QUALIFICATIONS

- Bachelor's degree
- 3-5 years' professional work experience
- Proficiency in use of computers with Windows based systems (Word, Excel, etc.)
- Ability to lift 50 pounds
- Excellent written, oral, and training skills
- Ability to work with all departments

- valid, unrestricted driver's license with insurable clean driving record
- Strong organizational and time management skills with emphasis on accuracy and attention to detail
- Ability to manage multiple tasks, work under pressure, meet deadlines
- Ability to problem solve
- Ability to work independently and in a dynamic team environment
- Conflict resolution skills
- Operate motorized and non-motorized material handling equipment in a safe manner
- Ability to maintain good relationships with coworkers and clients
- Flexible schedule for evening and weekend availability