



HUNGER TASK FORCE, INC. POSITION DESCRIPTION

Position Title: Volunteer Coordinator

Department: Development

Reports To: Volunteer Program Manager

FLSA Status: Exempt

General Function: The general function of the Volunteer Coordinator is to recruit, schedule, coordinate, train, lead and steward Hunger Task Force's volunteer groups and individuals. This position also supports agency events, donor stewardship efforts and key gift processing functions.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Recruit, schedule and coordinate Food Sort and Stockbox volunteer groups to meet food inventory needs according to agency distribution and event schedule.
- Lead day-to-day activities of food sorting, Stockbox builds, special events and all in-house volunteer projects, training volunteers on key activities and educating them on Hunger Task Force's mission.
- Continue to expand the current base of volunteers to reflect the diverse nature of our agency and its services.
- Quickly assess, train, and direct groups of volunteers in agency operations. Coordinate efforts to ensure appropriate volunteer training and safety are maintained.
- Lead the orientation of volunteers to Hunger Task Force's mission and work. Speak publicly in both small and large group settings and advocate for Hunger Task Force's mission.
- Steward volunteers through regular acknowledgment calls, letters, meetings and emails.
- Solicit and provide giving opportunities for volunteers through the Volunteer Giving Program.
- Coordinate with the Volunteer Program Manager and Warehouse staff to ensure accurate inventory and recordkeeping through volunteer activities.
- Maintain updated and detailed records of volunteer contact information, service hours, key accomplishments and partnership history through Hunger Task Force's volunteer database.
- Communicate key volunteer updates, activities, accomplishments and images to the Development Department for inclusion in social media, communications and other

stewardship opportunities.

- Support the Volunteer Program Manager and the Community Relations Manager to prepare supplies for all events and tabling, and coordinate and schedule food drives.
- Support overall volunteer program and corporate stewardship activities in collaboration with the Volunteer Program Manager, the Community Relations Manager and Farm Volunteer Coordinator.
- Support Development staff at key events, fundraising efforts, gift and order processing, and other agency duties as assigned.
- Perform other duties as assigned.

Supervisory Responsibilities

This position has no supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Diversity - Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management – Develops project plans; Coordinates projects; Communicated changes and progress; Completes projects on time and budget; Manages project team activities.

Technical Skills – Assess own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Customer Service – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Qualifications 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.

Education and/or Experience

College or university program degree or certificate; 2+ years' experience in volunteer coordination and recruiting.

Language Skills

Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills

To perform this job successfully, an individual should have knowledge of Internet software; Inventory software; Spreadsheet software and Word Processing software.

Certificates, Licenses, Registrations

Valid Driver's License. Warehouse/Forklift Certification Required.

Other Skills and Abilities

- Strong organization and planning skills with the ability to handle multiple projects in a fast-paced and deadline-driven environment
- Highly effective communication skills, including good oral communication and effective public speaking to groups and individuals
- Ability to work collaboratively and adaptively within a team setting
- Maintain consistent and high-quality performance of work during peak event/volunteer seasons
- Flexibility to work occasional events outside normal business hours or on weekends

Physical Demands 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.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand, walk, and use hands to finger, handle, or feel. The employee must occasionally lift and/or move up to fifty pounds. Specific vision abilities required by this job include close vision, distance vision and color vision.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to wet and/or humid conditions, moving mechanical parts and outside weather conditions. The noise level in the work environment is usually quiet.

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Salary Range: \$35,900 - \$51,700 annually