



## **HUNGER TASK FORCE, INC. POSITION DESCRIPTION**

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**Position Title:** Senior Services Volunteer Coordinator

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**Department:** Food

**Reports To:** Food Bank Director

**FLSA Status:** Exempt

**General Function:** Recruits, trains and manages all volunteer resources regarding senior service programs. Responsible for maintaining proper inventory of completed Stockboxes. Oversees all Stockbox building sessions to ensure safety and productivity standards. Adheres to all safety protocols, inventory procedures and Stockbox/CSFP guidelines. Maintains high standards of volunteer fulfillment and customer service in all interactions and cultivates long-term volunteer partnerships.

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

### **Inventory & Production**

- ☐ Ensure productivity of box building sessions, participating on the line when needed.
- ☐ Maintain a surplus of a 30 day supply of completed boxes
- ☐ Evaluate effectiveness of Stockbox building process offering suggestions to improve efficiency and volunteer fulfillment.
- ☐ Utilizes inventory procedures and maintains inventory controls.
- ☐ Responsible for CSFP inventory variances created during Stockbox sessions. Written explanations of variances totaling 11 units or more.
- ☐ Accurate and timely record keeping of all Stockbox sessions.
- ☐ Accurate and timely reporting and recording of product damaged as a result of or discovered during a Stockbox building session.
- ☐ Participate in monthly inventory counts of CSFP products.

### **Volunteer Management**

- ☐ Work in tandem with the Community Relations Manager and Farm Development Director to coordinate volunteer resources for agency needs.
- ☐ Recruit, train, support and acknowledge volunteers required for senior programs, including Stockboxes, Senior Farmers Market Vouchers, Holiday Dinner Bins, etc.
- ☐ Provide key managerial support and project oversight for any agency events and special projects that relate to seniors programs.

- ☐ Institute recruitment procedures to identify potential new volunteer groups and methods of engaging a consistent stream of volunteer groups to meet program demands.
- ☐ Continue to expand the current base of volunteers to reflect the diverse nature of our agency and its services.
- ☐ Set up Volunteer Recognition programs based on years of service, the frequency or amount of volunteer hours, number of boxes built (community impact). Cultivate existing relationships to increase donor/ volunteer commitment.
- ☐ Effectively manage the current base of donors/volunteers, while recruiting new donors/volunteers in order to keep up with the agency's growing needs.
- ☐ Maintain records of volunteer hours and activities. Prepare acknowledgments of volunteer service.
- ☐ Provide Communications Coordinator with volunteer recruitment and recognition updates for agency website.

### **General**

- ☐ Act as agency spokesperson
- ☐ Ensures that all food is handled and stored safely.
- ☐ Maintain equipment and vehicles as directed.
- ☐ Ensures quality service standards

### **Supervisory Responsibilities**

Although this position has no direct management of staff members, it does have responsibilities to ensure proper oversight of volunteers.

### **Competencies**

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

**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; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

**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 in a timely manner; Meets commitments.

**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.

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.

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

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.

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.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

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.

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.

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**

Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

### **Language Skills**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**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 solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills**

To perform this job successfully, an individual should have knowledge of Contact Management systems; Database software; Inventory software, Spreadsheet software; Word Processing software and Volgistics.

**Certificates, Licenses, Registrations**

Valid Driver's License.

Forklift and Pallet Jack Certifications

**Other Skills and Abilities**

Must be able to work some nights and 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; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**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 moderate.