



JOB DESCRIPTION

Position: Volunteer Coordinator
Department: Operations
Type: Non-Exempt/Hourly
Reports to: Director of Volunteer Services

About Food Share of Ventura County:

Food Share is Ventura County's largest hunger-relief organization feeding 220,000 people with a staff of 35 employees, 3000 volunteers and a budget of \$8 million to distribute 20 million pounds of food annually. The non-profit organization was founded 43 years ago and is a member of Feeding America and the California Association of Food Banks.

Food Share Culture:

Every day, a group of talented, passionate, committed, hard-working professionals come together to work on a common goal – to lead the fight against hunger in Ventura County. Specifically, our role is to improve the lives of those in need by providing fresh, nutritious food at no cost. Food Share's family of hunger-relief staff and volunteers work together with compassion, commitment, and a shared belief that no one should go hungry in Ventura County. Food Share Ventura County was twice named one of the top places to work on the Central Coast by the *Pacific Coast Business Times* and also received the Non-Profit Readers' Choice Award Winner by the *Ventura County Star* in both 2021 and 2022.

Job Summary:

In working in conjunction with the Director of Volunteer Services, the Volunteer Coordinator is responsible for assisting with all aspects of Food Share's volunteer department including recruitment and support of volunteer activities including orientation, training, recognition and scheduling needs. The position is a full time, hourly, non-exempt and at-will position that may include some evening and weekend shifts to accommodate our volunteer department needs.

Essential Functions:

- Recruit new volunteers by a variety of methods that assist in meeting Food Share's mission and vision.
- Prepare and lead tours and orientations to potential volunteers.
- Greet volunteers and direct them to the appropriate locations as needed.
- Describe volunteer tasks verbally and in writing for each shift and position.
- Ensure that potential volunteers meet Food Share's criteria per the Volunteer Manual.

- Assist in communication and correspondence with volunteers, mediating and facilitating problem solving as they may arise.
- Assist with implementation of volunteer recognition and appreciation programs/events.
- Track the retention of individual and group new volunteers through the Food Share volunteer data management system, CERVIS.
- Utilize CERVIS to track volunteer hours, schedule opportunities and generate reports.
- Assist with leading volunteer groups, including but not limited to box packing, rescue food sorting, drive through distributions as needed.
- Oversee cleanliness and inventory of volunteer check in and break room area and request facilities assistance when needed.
- Collaborate with all Food Share departments in a team atmosphere to achieve Food Share goals and objectives towards its mission.
- Adhere and promotes the policies and procedures in the Personnel Manual.
- Accept other assignments as determined by the Director of Volunteer Services.

Job Qualifications:

- 3+ years of experience in an administration function or supportive role
- Experienced communication skills both written and oral
- Ability to multi-task and prioritize projects
- Valid CA driver's license and proof of vehicle insurance.
- Reliable personal transportation recommended/preferred.
- Some evening and weekend work may be required.
- Experience in non-profit volunteer management a plus.
- Basic computer skills in the Microsoft suite of programs
- High School Diploma or equivalent
- Bilingual Spanish/English skills preferred

Departmental Requirements:

- Must be comfortable speaking to volunteer groups in a variety of settings.
- Demonstrate the ability to coordinate multiple projects and adhere to deadlines in a fast-paced environment.
- Demonstrate the ability to work with a variety of groups and diverse communities.
- Demonstrate exemplary customer service skills to communicate to all Food Share stakeholders.
- Follow all food, warehouse and office safety standards.

Physical Requirements

- Ability to lift up to 50 pounds
- Ability to sit or stand for extended periods of time

Food Share embraces a philosophy that recognizes and values diversity. Our goal is to attract, develop, retain and promote a talented, diverse workforce in a culture where all employees contribute to their fullest potential.

The above description reflects the general details considered necessary to describe the principal functions and duties as required for the job and shall not be construed as a detailed description or task list of all work requirements that are inherent to the job. The job description is subject to change, and additional responsibilities may be assigned according to operational needs.