



JOB DESCRIPTION

Position:	Volunteer Communications Coordinator
Department:	Community Engagement/Development
Type:	Full-time – Non-Exempt/Hourly
Reports to:	Senior Director of Community Engagement
Pay Range:	\$20.00 - \$21.00 per hour

About Food Share of Ventura County:

Food Share is Ventura County's largest hunger-relief organization feeding 267,000 people with a staff of 36 employees, 3,400 volunteers and a budget of \$9 million to distribute 20 million pounds of food annually. The non-profit organization was founded 45 years ago and is an affiliate 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. Recently named in the 2023 list of Best Places to Work by the Pacific Coast Business Times, 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.

Job Summary:

The Volunteer Communications Coordinator is responsible for assisting with all aspects of communication within Food Share's volunteer department including facilitating new and incoming volunteers, scheduling and tracking activities, and overall support of the Community Engagement Department. Coordinates the day-to-day volunteer activities to fill the daily production needs of the organization. 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 needs.



Essential Functions:

- Oversee communication and correspondence with volunteers.
- Assist with implementation of volunteer recognition and appreciation programs and events.
- Utilize CERVIS to post open opportunities, track volunteer hours, and maintain the overall volunteer database.
- Assist with leading volunteer groups, including but not limited to box packing, rescue food sorting, food distributions, and special events.
- Assist in training, supervising, and educating individual volunteers and groups.
- Ensure timely response to all volunteer inquiries that arrive via telephone, mail, email, or in person.
- Build and maintain strong relationships with volunteers.
- Maintain confidentiality with all volunteer records and information.
- Coordinate daily and special volunteer needs with appropriate staff.
- Communicate with active volunteers to ensure that they are well matched to their assignment. and identify volunteers willing to take on leadership roles.
- Communicate with volunteers who are not meeting requirements and assist with conflict resolution with volunteers as needed according to established procedures.
- Update and maintain the Volunteer Handbook and ensure changes are communication to volunteers and staff as needed.
- Collaborate with all Food Share departments in a team atmosphere to achieve Food Share goals and objectives towards its mission.
- Adhere and promote the policies and procedures in the Volunteer Handbook and the Employee Handbook.
- Other duties as assigned by the Sr. Director, Community Engagement.

Job Qualifications:

- Commitment to understanding and supporting Food Share's mission and demonstrating compassion and understanding of hunger issues.
- Able to work well in a team-oriented environment as well as independently.
- Possesses excellent interpersonal skills within a diverse environment.
- Able to work creatively, strategically, and analytically.
- Some night and/or weekends work may be necessary.
- Strong computer and time management skills.
- A valid California Driver's License and current vehicle insurance.
- 2-3 years' experience in volunteer management.



Physical Requirements:

- Must be able to perform physical labor as necessary (stand/walk/move for long periods of time, lift up to 30 lbs., work with/near warehouse equipment).
- Must be comfortable working in an office environment for extended periods of time.
- Frequent travel off-site as needed.

Employment Requirements:

- Able to successfully pass health screenings and background checks.
- Follow Food Safety Standards throughout the organization.

Additional Employee Benefits

- Comprehensive health, dental, and vision coverage
- Group Basic Life insurance with 100% employer coverage
- 403(b) retirement plan
- Paid Time Off
- Holidays
- Paid Leave (Jury Duty, Bereavement, etc.)

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.