



Our Vision: "EVERY NEIGHBOR. WITH ENOUGH FOOD. EVERYDAY."

Job Title:	Volunteer Coordinator
Reports to:	Relationship Manager
Classification:	Full-time; Exempt
Location:	Athens, GA

About Us:

The mission of the Food Bank of Northeast Georgia is to connect neighbors with nourishing food.

Our team has united for more than 30 years to: build a greater understanding of food insecurity; create clear pathways for donors, volunteers, and community members to invest in solutions to this widespread problem; to serve as the hub of an expansive supply and distribution network; and, ultimately, to eliminate food insecurity across our 15-county region.

Our Values:

Accountability: We commit to continuous improvement and transparency in all that we do.

Belonging: We create a place of welcome and hospitality for all.

Compassion: We acknowledge that hunger is a burden that no one should bear alone.

Dignity: We honor the humanity of all people.

Efficacy: We get things done and understand the urgency of our work.

Stewardship: We honor the power of giving by applying resources in a mission driven and thoughtful manner.

Job Summary:

The Volunteer Coordinator position at the Food Bank of Northeast Georgia is a unique role. It is an "external-facing" position with customer service style interactions – engaging with our volunteers to create a hospitable and welcoming environment. It is also a position that requires warehouse-related, physical activities such as cleaning, lifting pallets and boxes, and using some warehouse equipment. This position serves as an example of



positivity to the volunteers and is also expected to be able to physically move product and facilitate an efficient volunteer experience.

The goal of this position is to assist the Volunteer Team Lead with all aspects of maintaining the Volunteer Center and facilitating individual and group volunteers with the goal of increasing a collective commitment to the Food Bank's mission of connecting neighbors with nourishing food.

This individual maintains positive rapport with all individuals and organizations who give their time and abilities to the Food Bank to ensure retention and repeat volunteerism.

Key Responsibilities:

Volunteer Events

- Assists the Volunteer Team Lead in setting up and breaking down volunteer sessions.
- Executes specific tasks for volunteers with the objective that each task improves productivity, efficiency, output, and delivery of Food Bank product, facility, programs, and Member relationships.
- Assist the Volunteer Team Lead in ensuring the Volunteer Center is clean and organized before and after projects.
- Ensures that each task to be performed by the volunteer best fits their skills and abilities.
- Responsible for assisting the Volunteer Team Lead with removing trash, cardboard, and completing routine cleaning procedures.
- Streamlines the execution of volunteer projects through preparation, demonstration, job aids, and implementation of the volunteer event.
- Assists with general administrative and computer work as needed.
- Assists with other Food Bank events as needed.

Food Safety

- Completion of ServSafe Training within first 90 days.
- Trains volunteers in food safety practices and standards.
- Adheres to the Food Bank's food and operations safety practices.
- Assures separation of good and bad products and implements safety procedures when applicable.
- Reports any incidences of food safety non-compliance to their Supervisor, Facilities, or Chief Operating Officer.

Other duties as assigned

**Qualifications:**

- Candidate must be able to pass criminal background check and drug screening
- Valid GA Driver's license, clean MVR
- Insurable by the company's insurance carrier
- Candidate possesses a smart phone
- Saturday and Evening availability
- Preferred Microsoft experience
- Willingness to learn: product regulations to ensure appropriate handling of products distributed by Food Bank
- Ability to learn and become proficient in using hand-powered warehouse equipment such as a manual pallet jack, electric pallet jack, and rolling utility cart

Personal Qualities:

- Ability to work amicably and collaboratively across all Food Bank departments and with all Food Bank staff
- Ability to use independent judgment in routine and non-routine situations
- Accuracy, timeliness, attention to detail
- Ability to effectively communicate with a diverse range to stakeholders
- Must be able to follow directions
- Must be comfortable answering questions and providing instructions to volunteers to ensure proper execution of tasks that support the Food Bank's programs and distributions to completion.
- Ability to maintain positive working relationships with all volunteers and volunteer groups and encourage growth of repeat volunteers and groups
- Consistency in attendance for the full allotted schedule for each day
- Arrives at work on time and is prepared to complete daily necessary assignments in a timely manner with or without extra volunteer assistance.

Work Environment:

- Work largely takes place in a warehouse setting.
- Work is value, goal, and deadline oriented.
- Regular and predictable attendance is required.
- Some travel, some weekend work, and some extended hours may be required.

**Physical Demands:**

- The ability to constantly lift, move, and carry objects weighing up to 5 lbs. safely and comfortably
- The ability to frequently lift, move, and carry objects weighing up to 25 lbs. safely and comfortably
- The ability to occasionally lift, move, and carry objects weighing up to 50 lbs. safely and comfortably with a partner
- The ability to work comfortably for extended periods in indoor and outdoor non-climate-controlled environments, occasionally facing adverse weather conditions
- The ability to use close vision, distance vision, peripheral vision, and depth perception to see and respond while driving or operating machinery
- The ability to speak, for expressing or exchanging information and instructions through spoken word
- The ability to receive instructions or information by means of oral communication
- The ability to respond quickly to sounds
- The ability to stand, stoop, and walk to move safely over uneven terrain, in confined spaces, or during normal work conditions
- The ability to use hands and arms to reach, feel, handle, or grasp items

Pay: \$18.00 per hour

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Flexible schedule
- Health insurance
- Life insurance
- Paid time off
- Vision insurance

Schedule & Location:

- 8:00 am - 4:30 pm, Monday to Friday
- Work Location: In person, 890 Newton Bridge Road, Athens
- Some evenings and weekends. Limited travel may be requested.

Experience:

- Microsoft Word: 1 year (Preferred)

License/Certification:

- Driver's License (Required)