Our Vision: “EVERY NEIGHBOR. WITH ENOUGH FOOD. EVERYDAY.”

Job Title:	Volunteer Coordinator
Reports to:	Relationship Manager
Classification:	Full-time; Exempt
Location:	Athens, GA
Compensation:	$18.00/hour

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 bring food insecurity across our 15-county region to functional zero.

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 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.
This role maintains positive rapport with all individuals and organizations who donate their time and abilities to the Food Bank to ensure retention and repeat volunteerism. As the Volunteer Coordinator, this role gives instructions to volunteers and ensures proper execution of tasks to completion as volunteer projects support the needs of various Food Bank programs and distributions.

Key Responsibilities:

Volunteer Events

- Partners with the Relationship Manager to effectively share the Food Bank's mission with volunteers and maintain a positive volunteer environment for all volunteers.
- Communicates and collaborates with colleagues to ensure effective coordination of the volunteer experience
- Leads volunteer orientation with clear instructions and provides a wrap-up and to share the impact of the group.
- Leads and motivates Volunteer Team Captains, ensuring they are equipped and prepared to support other volunteers.
- Ensures the Volunteer Center is clean and organized before and after projects and is ready to welcome volunteers and guests.
- Projects are expected to be completely set up 15 minutes before the volunteer shift begins.
- Welcomes and engages with volunteers as they arrive to ensure an efficient and safe experience.
- Ensures that each task to be performed by the volunteer best fits their skills and abilities.
- Streamlines the execution of volunteer tasks through preparation, demonstration, job aids, and implementation of the volunteer event.
- Responsible for removing trash, cardboard, and completing routine cleaning procedures.
- Familiar with Bloomerang Volunteer software system to assist in volunteer recruitment and reporting as needed.
- 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.
- Sets example for Food Bank food and operations safety standards.
- 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:

- The Food Bank of Northeast Georgia is a Drug Free Workplace: Candidate must be able to pass criminal background check and drug screening
- Valid GA Driver's license, Insurable by the company's insurance carrier
- Candidate must possess a satisfactory Motor Vehicle Record
- Saturday and evening availability
- Candidate must be able to perform safely and efficiently in a physically demanding role
- Strong customer service skills; at least three years of customer service experience required
- Entry-level computer skills required; 1 year of experience in Microsoft Office suite preferred
- Experience working with volunteers or in food handling, restaurant, or grocery environment preferred
- Willingness to learn: food safety and product regulations to ensure appropriate handling of products distributed by Food Bank
- Ability to 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 effectively communicate with a diverse range of stakeholders
- Ability to use independent judgment in routine and non-routine situations
- Accuracy, timeliness, attention to detail
- 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
- 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 schedule 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

Professional Development: We maintain an ongoing and open commitment to professional development and leadership. Staff have opportunities through:

- Feeding America
- Feeding Georgia
- Nonprofit Training Series
- Athens Area Community Foundation and United Way offerings

Compensation and Benefits:

- Values driven work environment
- Competitive compensation
- 401(k)/Roth 401(k) with up to 4% match
- Elective health, dental, vision insurance access
- Basic life, short-term, and long-term disability insurance
- 13 paid holidays
- Generous paid time off policy

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 required.