

ALLENTOWN AREA ECUMENICAL FOOD BANK

PART-TIME VOLUNTEER COORDINATOR

JOB DESCRIPTION

POSITION: Volunteer Coordinator/Administrative Assistant

GENERAL: The volunteer coordinator is responsible for managing the volunteers at the food bank. This includes assuring that there are enough volunteers for each shift, training all volunteers, resolving any volunteer issues, providing specific daily instructions each day and monitoring daily activities. The volunteer coordinator will also provide office assistance answering phones, covering/helping for intake as needed, and other tasks as requested. Bilingual (Spanish-English) preferred but not essential.

SPECIFIC DUTIES:

1. Recruit volunteers for all open days and create teams for each shift.
2. Develop and maintain strong relationships with volunteers and team leaders ensuring that mutually agreed upon expectations are met.
3. Train new volunteers to assure all volunteers are knowledgeable and feel valued.
4. Train all volunteers of current process daily.
5. Call team leaders to remind them of their shifts and recruit replacements if needed.
6. Provide yearly in-service on Food Handling and Civil Rights to the volunteers from Second Harvest training manual.
7. Identify food bank needs that can be filled by volunteers.
8. Manage volunteer database.
9. Assist in office as needed including answering of phones, handling emails, and helping with intake.
10. Maintain files (digital and paper) in proper order.
11. Utilize appropriate skills in interaction with colleagues, volunteers, and staff.
12. Perform additional duties as may be assigned by the Executive Director.
13. Report the inability to be available for work to the Executive Director as early as possible.

QUALIFICATIONS AND SKILLS:

1. Must be comfortable making and receiving phone calls. Must be comfortable receiving and responding to voice mail.
2. Experience with word processing programs (WORD) and some experience with spreadsheet programs preferred (EXCEL). Must be experienced and comfortable working with computers, laptops, and tablets.
3. Preferred fluence in English and Spanish, both written and spoken.
4. Experience in office setting.
5. Strong communication skills.
6. Ability to collaboration with all levels of coworkers. Team oriented.
7. Time management proficiency.
8. Organizational skills.