JOB DESCRIPTION

Job Title: Volunteer Program Coordinator
Department: Development
Classification: Full-Time, Non-Exempt
Supervisor: Development Manager
Location: Boise, Idaho
Posting Date: Thursday, August 3, 2017
Closing Date: Thursday, August 17, 2017 at 5:00pm or until filled
How to Apply: www.idahofoodbank.org

Volunteer engagement is critically important to fulfilling The Idaho Foodbank’s mission to provide free food assistance to help hungry Idaho children, families, and seniors. It is through the donated time and efforts of thousands of volunteers assisting in our warehouses and community food drives and events, and through general awareness generated by these activities that the Foodbank is able to cost-effectively receive and redistribute millions of pounds of perishable and non-perishable food every year. Providing fulfilling volunteer experiences strengthens relationships and provides opportunities to share our mission, and deepen the connection to The Idaho Foodbank.

Job summary:
The Idaho Foodbank Volunteer Program Coordinator facilitates individual, group and corporate involvement in the Foodbank’s mission through networking, activities and other communication channels. The Volunteer Program Coordinator is responsible for the implementation and tracking of food drives; and for the cultivation, recruitment, placement, tracking, training and recognition of volunteers for the Southwest Idaho Regional facility in Boise, as well as coordinating these same efforts for continuity with Foodbank locations statewide.

Duties and Responsibilities – Boise/Southwest Region

Volunteer Coordination

Statewide:
• Coordination of volunteer experience, processes and procedures.
• Lead statewide volunteer team meetings.
• Administration of the Volunteer Hub

Southwest:
• Develop strong relationships within the community to foster a positive image that leads companies and individuals to make The Idaho Foodbank the volunteer organization of choice.
• Develop and implement an exemplary volunteer program to provide a supplementary workforce through the use of corporate, religious, community and individual volunteers.
• Assess volunteer skills, interests, availability and reliability for best assignment.
• Act as liaison between The Idaho Foodbank staff and volunteers.
• Maintain a public volunteer schedule and web presence.
• Supervise and train volunteer groups as needed to attain organization and team goals.
• Recruit and coordinate volunteers to assist with Foodbank food drives and special events.
• Schedule and supervise after-hours or off-site volunteer work groups as needed.
• Develop and coordinate volunteer orientation, training, supervision, support, reporting and recognition for application at each Idaho Foodbank branch warehouse.
• Represent The Idaho Foodbank at various community events and meetings when applicable; some evening and weekend hours required.
• Schedule and conduct Foodbank warehouse tours as needed.
• Annually evaluate volunteer satisfaction and volunteer program effectiveness; plan quarterly appreciation activities.
Food Drives

- Develop strong relationships within the community to foster a positive image that leads organizations and individuals to create, conduct and promote food drives to benefit The Idaho Foodbank.
- Help community food drive coordinators set goals; promote their events; track donations; receive and return food drive barrels; coordinate with Foodbank staff.
- Plan, organize and execute the logistics necessary for successfully implementing food and fund drives.
- Reply to phone and email inquiries regarding food drives in a timely manner; follow up and track food drives, volunteers, activities and results.
- Manage web content for food drive section of webpage.
- Work at food drive events, interacting with and educating the public about The Idaho Foodbank programs and services.
- Annually evaluate food drive coordinator satisfaction and program effectiveness.
- Other duties as assigned.

Skills and Knowledge

- Event planning, logistics, coordination, and implementation experience a plus.
- Customer service, communication skills.
- Demonstrated ability to accurately manage multiple projects while meeting deadlines.
- Strong organizational and time-management skills a must.
- Self-starter and willing team player.
- Volunteer management or supervisory experience preferred.
- Comfortable working alongside various personalities, ages, and ethnicities.
- Comfortable meeting and speaking with public.
- Flexibility and patience a plus.

Education and Qualifications

- Bachelor’s degree or 3 years related experience a plus.
- Some supervisory or management experience preferred.
- Strong computer skills with knowledge of Microsoft Office applications, especially Word, Excel and Outlook.
- Experience in developing creative volunteer or participant recruiting strategies a plus.
- Experience with customer/donor database management and/or Raiser’s Edge a plus.
- Valid Idaho driver’s license and access to an automobile with current liability insurance required.

Food Safety

- Commit to upholding policies, principles and best practices for food safety.
- Understand the personal responsibility to follow all safety policies and health rules, programs and procedures, and report all safety issues, incidents or accidents immediately.

THE IDAHO FOODBANK IS AN EQUAL OPPORTUNITY EMPLOYER.