



JOB DESCRIPTION

Job Title:	Volunteer Program Specialist
Department:	Development
Classification:	Full-Time, Non-Exempt
Supervisor:	Volunteer Programs Manager
Location:	Meridian, Idaho
How to Apply:	https://idahofoodbank.org/about/employment/

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 Specialist facilitates individual, group and corporate involvement in the Foodbank's mission through networking, activities and other communication channels. The Volunteer Program Specialist is responsible for the implementation and tracking of food drives and for the positive experience of volunteers for the Southwest Idaho Regional facility in Meridian.

Hours: 11:00am-8:00pm (Tuesday, Wednesday, Thursday) 10:30am-5:30pm (Friday) 8:00am-2:00pm (Saturday)

Duties and Responsibilities:

Volunteer Coordination

- 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.
- Assess volunteer skills, interests, availability and reliability for best assignment.
- Utilization of the Volunteer Hub database.
- Checks-in, orients, trains, supervises, and checks-out all volunteers (and volunteer groups) and prepares them to perform their duties in accordance with The Idaho Foodbank's policies and procedures.
- Perform inventory and verification of bins and product, as needed. Proper verification includes product weights, descriptions, and item numbers.
- Maintains and monitors FA and AIB standards through the use of cleaning/inspection logs and use of Daily/Weekly/Monthly/Quarterly SOPs.
- Schedule and supervise after-hours or off-site volunteer work groups as needed.
- Support events via logistics, volunteer recruitment, and staffing assignments.
- Recruit and train team leads.
- Update and maintain court-mandated community service program.
- Other duties as assigned.

Food Drives

- Recruit and coordinate volunteers to assist with Foodbank food drives and special events.
- 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 the public.
- Comfortable speaking in front of large groups of 20-40 people
- Flexibility and patience a plus.

Education and Qualifications

- Bachelor's degree or 3 years related experience a plus.
- 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.

Safety and Compliance

- 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.
- Monitors and complies with cleaning schedule.
- Manage repack activities in such a manner as to not create a risk to food safety, whether through product contamination, cross contact, inaccurate labeling or temperature deviations. Ensure all volunteers wear the proper Personal Protective Equipment for the repack activity being conducted and adhere to all GMPs for food safety.
- Safely operates all warehouse equipment including forklift, pallet jacks, and lifting equipment.

Employment Requirement

- Negative Drug Screen
- Successful Background Clearance
- Ability to wear company approved safety shoes at all times while on the job

Working Conditions

Work is performed primarily in a warehouse environment. Involves walking, periodic lifting and carrying of items that may weigh up to 50 pounds. May work outside normal working hours and drive own vehicle for various projects on a daily basis.

Disclaimer

This job description in no way states or implies that these are the only duties to be performed by the employee in this position. Employees will be required to follow any other job-related instructions and to perform any other job related duties requested by any person authorized to give assignments.

This position description excludes the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Equal Opportunity Employer

The Idaho Foodbank is an Equal Opportunity Employer fully committed to attracting and retaining diverse talent. We invest in fostering a diverse work environment that promotes equity and inclusion where our staff and those we serve will be afforded equitable access and opportunities to reach their full potential and feel valued, respected, and supported.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, age, national origin, disability, protected veteran status, gender identity or any other factor protected by applicable federal, state, or local laws.