

Volunteer Associate

Second Harvest Food Bank CCL Position Description



DEPARTMENT:	Volunteer Services
REPORTS TO:	Volunteer Specialist
WORK HOURS:	40
LOCATION:	Springfield, Ohio
FLSA STATUS:	Non-Exempt/Hourly
SUPERVISORY:	Yes
REVISION DATE:	May 2024

Position Summary: The Volunteer Associate is responsible for organizing, leading and supervising food bank volunteers to assist with packing, sorting, on-site and mobile distributions, cleaning, and maintaining the warehouse, equipment, and grounds and orienting volunteers when they arrive for their shift.

Essential Job Functions:

- Creates an outstanding volunteer experience.
- Greets individual and group volunteers as needed.
- Describes the tasks in which the volunteers will be involved.
- Coordinates volunteer support for daily and special projects.
- Fields questions and comments from volunteers and work with the Volunteer Specialist and appropriate staff to address any problems or issues.
- Assists with leading volunteers in packing and sorting, cleaning and maintenance projects, and distributions.
- Consistently encourages volunteers to meet or exceed packing and accuracy goals.
- Assists the Volunteer Specialist with the planning and organization of volunteer appreciation events and recognition programs.
- Assists Volunteer Specialist to plan activities for National Volunteer Appreciation Week.
- Assists with processing donated items and maintaining food safe procedures.

Reporting:

- Tracks and reports inventory and request replenishments as needed.
- Compiles reports for Feeding America, ODJFS, Ohio Association of Food Banks and AIB, as needed.
- Provides summary reports to other SHFB staff as needed.

Support of Agency Mission and Operations:

- Cross trained to other warehouse positions and food bank software.
- Uses available language services, to assist non-English speaking clients when needed.
- Conducts neighbor satisfaction surveys to identify needs and improve quality of service.
- Assists with on-site distributions as needed.
- Assists as needed in program team operational coverage.
- Attends meetings, presentations, and trainings as required.
- Complies with and meets departmental goals and objectives.
- Learns, teaches, trains, and adheres to all Feeding America and AIB required standards.
- Receives and maintains ServSafe certification.

- Assists in warehouse organization and cleanliness.
- Works with volunteers and other staff to increase efficiencies of the operation.
- Assists in rapid recognition and resolution of general and food safety issues.
- Provides superior customer service to all neighbors and partner organizations.
- Participates in AIB certification.
- Other duties as assigned.

Supervisory Responsibilities: Volunteers

Education and Certifications:

- Completion of High School diploma

Skills, Qualifications and Experience:

- High level of customer service, keeping neighbor needs the priority at all times.
- Consistently working with public in varying amounts and degrees of interaction.
- High level of verbal and written communication required. Ability to multitask and receive direction in multiple areas.
- Ability to effectively work independently.
- Ability to effectively communicate required standards in a style of coaching and employee support, engagement, and recognition.
- Ability to address conflict in a respectful manner.
- Demonstrated skills in effective communication and listening.
- Flexible, adaptable, and responsive to change and modifying plans/strategies as needed to best meet the needs of those involved.
- Ability to lift up to 50 lbs. and work in non-climate-controlled environments as well as freezer and refrigerated areas for extended periods of time.

Commitment to Service:

- Ability to work well with other staff in a collaborative effort to improve services, extend courtesy, friendliness, and overall respect to meet the needs of the organization.
- Personal integrity and awareness of ethical principles and a willingness to accept assignments involving flexible work hours.
- Will be available for times and events when evenings and weekends will be required to fulfill duties.
- Sensitivity to needs of neighbors and families served.

Work Environment: Typical warehouse environment, with regular exposure to excessive noise, adverse environmental issues, and cooler/freezer temperatures.

Physical Demands: Position requires physical exertion to sit, stand, walk, stoop, verbal, and written communication by phone or in person. Maximum unassisted lift 50 lbs., normal lift <40 lbs.

This job description is not designated to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time without notice.

Statement of Understanding:

I have read the above position description and the expectations of the position explained to me. By signing below, I indicate my understanding of what is required of me in this position. I agree to comply by all requirements of Second Harvest Food Bank CCL and Feeding America.

Employee signature below constitutes employee's understanding of the requirements, essential duties, and responsibilities of the position.

_____	_____	_____
Employee Signature	Printed Name	Date

_____	_____	_____
Supervisor Signature	Printed Name	Date