



Volunteer and Program Coordinator Job Description

Work Hours: (40 hours per week)

Monday through Friday 7:30 am to 4:00 pm with flexibility, 2 Saturday mornings per month. Weekends and evenings as needed. . Additionally, 4 hours' work in the evenings from home. Changes to the regular M-F schedule are made to accommodate evening and weekend hours.

Position Summary: The Volunteer and Program Coordinator is responsible for maintaining Table to Table's relationship with volunteers and facilitating the daily functions of the food rescue program.

Supervision Given By: The Volunteer and Program Coordinator is supervised by the Food Rescue Program Manager. **Supervises:** The Volunteer and Program Coordinator supervises volunteers in a variety of roles.

Qualifications & Competencies:

- 1-3 years experience working with or supervising volunteers or supervising staff.
- Enthusiastic advocate for food rescue, hunger relief, and food waste reduction.
- Ability to connect with others and forge strong relationships with a focus on supporting and motivating volunteers. Strong telephone communication and interpersonal skills.
- Ability to work in a fast-paced environment, maintaining energy through often repetitive tasks.
- Work autonomously and perform well under pressure. Detail-oriented and resourceful.
- Ability to perform several tasks concurrently; time management, and organizational skills.
- Ability to organize and maintain detailed records, complete necessary paperwork and maintain confidential information
- Functional knowledge and ability to use Microsoft Office, publishing/layout programs and volunteer databases.

Licenses, Certifications or Similar Qualifications:

- Ability to be certified in safe food handling practices.
- Valid driver's license and good driving record.
- Ability to drive straight truck with training.

Essential Functions:

Direct Volunteer Supervision (20 hours per week)

- Manage and supervise food rescue and facility volunteers, and other volunteers as needed
- Responsible for volunteer onboarding process including vetting, interviews, and background checks.

- Maintain approved volunteers and their roles by providing volunteer information to vehicle insurance and completing background checks.
- Complete training and orientation of food rescue, fleet, and facility volunteers. Oversee ongoing food safety training for all volunteers.
- Responsible for scheduling ongoing route and facility volunteers and substitutions. (Scheduling for last minute volunteer call-ins may take place after business hours and accounts for the required evening work of this position.)

Volunteer Program Coordination (5-10 hours per week)

- Develop volunteer training plans and materials for routes, food safety, food rescue ambassadorship, and vehicle safety under the direction of Food Rescue Program Manager.
- Implement volunteer surveys and follow up to improve volunteer retention.
- Responsible for ongoing volunteer appreciation.
- Develop and evaluate a wide range of volunteer roles/opportunities.
- Maintain complete paper and digital volunteer records and provide timely statistical and activity reports on volunteer participation.
- Work with communications coordinator to plan volunteer appreciation events and identify recruitment needs.

Program Duties (5-10 hours per week)

- Coordinate daily routes by getting volunteers started and directing their tasks for the day.
- Communicate with key staff at donor/recipient sites to ensure smooth pick-up and delivery of donations.
- Maintain communication with Food Rescue Program Manager to pass on pertinent donor, recipient, or volunteer information that impacts the planning and management of the food rescue program.
- Coordinate twice a week routes to warehouse donors by collecting orders from recipients and communicating the route plan to volunteer drivers.
- Coordinate the offloading of twice a week warehouse deliveries at T2T, maintain inventory of these items and track pick up of these items from the warehouse.
- Coordinate weather cancellations with the support of the Food Rescue Program Management.
- Accept and track one-time food donations and work with Special Projects and Requests Coordinator to distribute these incoming donations.
- Accompany volunteers on food rescue route delivery when needed.
- Complete shop/facility duties normally done by volunteers as needed.

Other Duties:

- All employees of Table to Table answer phones and respond to inquiries that may fall outside the scope of their essential duties.

Typical challenges this position will face:

- Challenges in communication or misunderstandings with volunteers, partners, and staff.
- Frequent interruptions, especially during hours with heaviest volunteer activity.
- Last minute volunteer scheduling conflicts.
- Change management and conflicts related to process changes for volunteers and partners.
- Making sound, quick decisions based on available information.

Work Environment:

- In general, works in an office environment.
- May require providing back-up and/or additional help for volunteers as needed.
- May need to drive vehicles to pick-up or deliver donations.
- Moderate physical demands, regularly lifts 20-40 lbs.
- Must be able to work under stress of meeting deadlines and changing priorities.
- Able to manipulate normal office machines and technology For example; able to operate computer and computer systems, office copiers, fax, phones.