



## **Dispatcher Job Description**

### **Work Hours: 20-25 hours per week**

Monday-Friday mornings starting at 7:30am with flexible shift end time; half-day Saturdays about once a month.

**Position Summary:** The Dispatcher is responsible for front office support, welcoming and working with volunteers, preparing them for their daily food rescue routes, and driving food rescue routes when needed.

**Supervision Given By:** The Food Rescue Dispatcher is supervised by the Food Rescue Programs & Services Manager.

### **Qualifications & Competencies:**

- Ability to connect with others and forge strong relationships with a focus on supporting and motivating volunteers. Strong telephone communication and interpersonal skills.
- Enthusiastic advocate for food rescue, hunger relief, and food waste reduction.
- Ability to work in a fast-paced environment, maintaining energy through often repetitive tasks. Ability to switch gears quickly and manage multiple tasks concurrently.
- Ability to work autonomously and perform well under pressure. Detail-oriented and resourceful.
- Functional knowledge and ability to use Microsoft Office and Google Suite.
- Ideally, experience as a team leader or front office/reception experience in a fast-paced environment.

### **Licenses & Qualifications:**

- Required: Over 21 with a valid driver's license for a minimum of 4 years and good driving record (must be insurable under organization liability insurance); willing to drive large vehicles.
- Required: Must be able to regularly and repeatedly lift and move 20-40 lbs.
- Must be able to use technology including computers, printers, phones, vehicle and refrigeration units, and other equipment. Functional knowledge of computer systems and Google suite.

### **Essential Functions:**

#### Volunteer and Program Duties

- Greet and assist volunteers and coordinate daily routes by getting volunteers started and directing their tasks for the day.

- Update volunteer schedules for route and facility volunteers.
- Find last-minute volunteer subs for open routes.
- Fill in on food rescue routes when needed, averaging once or twice a week: drive organization vehicles, either solo or with a partner, to collect and box donations at donor organizations and deliver them to food access agency partners.
- Communicate with key staff at donor/recipient sites to ensure smooth pick-up and delivery of donations.
- Record volunteer feedback concerning vehicles, donor or recipient organizations, and volunteer availability and absence information, and maintain communication with staff to pass on information that impacts the planning and management of the program.
- Answer phone calls, greet visitors, and accept walk-in donations.
- Respond to requests for on-call food pick up or distribution and add into route schedule. Facilitate pickups and deliveries when not done by a volunteer.
- Unload and organize food received and work with staff to determine the appropriate distribution of food donations.
- Assist with orientation and training of volunteers.
- Complete Fleet & Facility Prep duties as needed when volunteer positions are unfilled.
- Direct Core Support volunteers.
- Participate in entry/exit and vehicle snow removal and other tasks related to winter weather as needed to prepare for daily operations.

#### Volunteer Program

- Assist with volunteer record keeping.
- Contribute to and review volunteer training materials.
- Assist with organizing volunteer events as needed.

#### Logistics and Inventory

- Organize and maintain food inventory: freezer, cold, and dry food storage spaces.
- Organize planned and unplanned food distribution, assisting Logistics & Relationships Coordinator to direct, optimize, and coordinate efforts as needed.
- Update route schedules and route sheets as needed to reflect schedule changes.
- Update pick up and delivery instructions for donor and recipient partners as needed.

#### Fleet & Facility Record Keeping

- Maintain records and complete daily, weekly, and monthly fleet & facility duties when not done by volunteers.
- Work with Operations Coordinator to maintain vehicle supply inventory and stock of volunteer supplies for each vehicle.
- Communicate office, vehicle, and program supply needs and make purchases as needed.

#### **Typical challenges this position will face:**

- Frequent interruptions, especially during hours with heaviest volunteer activity.
- Last-minute volunteer scheduling conflicts.
- Needing to make sound, quick decisions based upon available information.

**Work Environment:**

- Work is in-person in both an office and warehouse/transportation environment.