



RHODE ISLAND COMMUNITY
FOOD BANK

Job Description

Title: Volunteer Coordinator (Part-Time)

Reports to: Volunteer and Special Events Manager

Department: Resource Development & Communications

Status: Non-Exempt (Part-time) 20 hours/week

Our Mission:

The Rhode Island Community Food Bank works to improve the quality of life for all Rhode Islanders by advancing solutions to the problem of hunger.

Our Vision:

We envision a state where no one goes hungry

Primary Job Function

The Volunteer Coordinator is responsible for coordinating the volunteer programs of the Rhode Island Community Food Bank, under the direction of the Volunteer and Special Events Manager. This position is responsible for managing the volunteer calendar and database, scheduling volunteer individuals and groups and orienting them when they arrive for their shift.

Job Responsibilities

I. Volunteer Program Coordination

- Respond to all volunteer phone and e-mail inquiries. This includes individuals, students in need of community service hours, and corporate, school and civic groups.
- Work with the Operations Team and the Volunteer and Special Events Manager to create the production room schedule each month based on current food sorting and packing needs.
- Manage the volunteer calendar, place groups and individuals on the schedule and provide them with all of the necessary information and paperwork they need to get started. Send confirmations to volunteers prior to their volunteer day.
- Greet and tour individuals and volunteer groups as needed.
- Provide documentation of hours for Community Service Volunteers.
- Field questions/comments from volunteers and work with the Volunteer and Special Events Manager and appropriate staff to address any problems that arise.
- Send an organization-wide e-mail each week with a list of groups for the following week to ensure staff is aware of corporate partners volunteering the facility and work with Volunteer and Special

Events Manager and the Communications staff to arrange potential media opportunities around corporate service.

B. Data Maintenance

- Use Blackbaud's *The Raiser's Edge* to maintain an up-to-date, organized database of volunteers, contact information, and hours of service with assistance from the Development Volunteer.

C. Volunteer Recognition

- Assist Volunteer and Special Events Manager to plan an off-site Volunteer Appreciation luncheon in December, securing raffle items and creating years of service awards.
- Assist Volunteer and Special Events Manager to plan activities for National Volunteer Appreciation Week in the spring.
- Send get well and sympathy cards to volunteers or families of volunteers when applicable.

Qualifications

Bachelor's Degree or equivalent experience in volunteer services or human resources management required. Experience coordinating group activities preferred. Excellent organizational, written and oral communication skills required.

Proficiency in Windows, Microsoft Word, Excel, Internet and Outlook. Experience working with Blackbaud's *The Raiser's Edge* helpful.

Must have strong interpersonal skills, the ability to relate to other staff, volunteers, agency representatives and the general public. Excellent problem solving skills.

Must be a self-motivated team player, with a commitment to workplace participation, community service, and diversity.

The Volunteer Coordinator must also understand and agree with the vision and mission of the Rhode Island Community Food Bank and be committed to providing services to people facing situations of hunger and poverty.

Volunteer Coordinator

Date