



Hays County Food Bank
 220 Herndon St.
 San Marcos, TX 78666
 (512) 392-8300
www.haysfoodbank.org

Position Description

Job Title:	Volunteer Services Coordinator
Reports To:	Programs Manager
Location:	Hays County Food Bank Office
Classification:	Part - Time, Non-Exempt

Position Summary

The Volunteer Services Coordinator works directly with the Programs Manager and other team members to identify areas needing volunteer support and meeting those needs through recruitment, placement and retention of volunteers. This position is essential to the overall structure of Hays County Food Bank and is responsible for creating and maintaining an extraordinary volunteer experience that gets people excited about volunteering for the organization.

Duties and Responsibilities

Develop, promote, and maintain a wide range of volunteer opportunities within the organization

- Survey staff regularly to assess needs for volunteer assistance
- Attend distributions and events to manage volunteers
- Maintain volunteer position descriptions for each volunteer assignment
- Conduct and/or arrange for volunteer orientation and training
- Respond to all volunteer inquiries for the organization
- Develop and manage volunteer policies, procedures, and standards of volunteer service
- Evaluate all aspects of volunteer programs to ensure effectiveness and to recommend/implement changes as appropriate
- Maintain accurate records and provide timely statistical and activity reports on volunteer participation
- Recruits volunteers to wear HCFB costumes for events and checks these costumes out to the appropriate individuals/groups

Organizes, coordinates and manages recruitment of volunteers

- Conduct outreach at community events to educate the community about HCFB & recruit a diverse pool of volunteers
- Promote volunteering (internally and externally) through recruitment and publicity strategies and campaigns
- Develop and maintain relationships with other volunteer organizations within the area

Provide ongoing support and guidance for volunteers



Serving hungry people in Hays County since 1984.

- Act as main point of contact for communications with volunteers
- Confer with volunteers to resolve grievances and promote cooperation and interest
- Facilitate distribution of information relevant to volunteers
- Develop and maintain regular communication with volunteers to promote their investment in Hays County Food Bank
- Organize and participate in volunteer recognition programs and special events
- Greet public walkins
- Responsible for ensuring voicemail is checked on the front desk phone regularly

Other duties as assigned

Qualifications

- Must have a high school diploma or equivalent
- Excellent communication skills both written and oral
- Experience with volunteer program coordination
- Ability to work productively in an unstructured environment with frequent interruptions
- Ability to communicate with, supervise and empower volunteers to be effective in their roles
- Ability to handle multiple tasks at the same time in a professional manner
- Ability to prioritize work and complete work in a timely fashion
- Ability to be open minded about new work ideas and methods
- Ability to problem-solve on various issues as they relate to the Food Bank
- Proficient with Google Applications
- Experience with Volgistics (volunteer database) preferred

Hours

- Monday, Tuesday, Thursday 9AM-2PM, Wednesday 9AM - 6PM, Friday 9AM - 1PM

Working Conditions

- Workspace could be very dusty, and on occasions can be noisy.
- May work outside and be exposed to the elements.
- Employee may be exposed to spoiled food and sharp objects due to working with damaged product.
- Work schedule will vary and may include work on evenings, weekends and holidays due to special events, inclement weather, and other projects related to timely and accurate staffing.

Physical Requirements

- Work may involve moving boxes and employee must lift, bend, stoop, pick up and move objects up to 50 pounds. Work may involve using manual pallet jacks and therefore requires an ability to push and pull pallets over 2,000 pounds.
- Ability to sit, type and view computer screen for long periods of time
- Ability to drive delivery vehicles with clean driving record, as needed