

Job Title: Volunteer Program Assistant

Position: Part-Time

Reports To: Volunteer Coordinator / Director of Operations

POSTION SUMMARY: Under the supervision of the Volunteer Coordinator, this position leads volunteers in their service at the Community Food Bank. This position will oversee and assist in the training of all individuals and groups in the inspection, sorting, and weighing of products to be distributed to our partner agencies in Central Alabama. This position will also oversee the packing of program boxes/ backpacks by volunteers, ensuring the program area is stocked and volunteers are trained on how to properly pack boxes/backpacks. This position is responsible for recording data on volunteer activity in the warehouse in a timely manner. This position may also be required to assist at off-site events with a large volunteer presence. This position is responsible for adhering to AIB Standards and USDA Standards as well as standards set by Feeding America and the Community Food Bank of Central Alabama.

This position is a very physical, hands-on role working alongside volunteers in a warehouse setting. Regular use of warehouse equipment such as pallet jacks and forklifts are essential functions of this position.

ESSENTIAL DUTIES and RESPONSIBILITIES:

1. Train and monitor new and recurring volunteers on projects happening in our Warehouse.
2. Must be able to present basic information about our organization, including organizational statistics, to all visitors and volunteers – and must be able to modify their presentation based on the group to whom they are speaking. Additionally, they should be able to engage in further dialogues about food insecurity/hunger that may arise as part of their duties.
3. Responsible for the inspection, sorting, weighing, and transfer of salvage food and other items using the guidelines set forth by Feeding America, USDA, AIB, and the Community Food Bank of Central Alabama.
4. Responsible for maintaining the volunteer program areas, moving product, stocking supplies, and keeping areas in clean working condition.
5. Stays aware of new policies and guidelines, product recalls, and other organizational guidelines to keep volunteers training up to date.
6. Capable of correcting/ retraining volunteers as needed. Ensure the quality of volunteer work is up to standards, multiple times per shift in order to pursue additional training if necessary.
7. Connects volunteers with high or desired skill levels with the Volunteer Coordinator, so their skills may be used to their full potential.
8. Assists with checking in Corporate Volunteer groups and ensuring all Corporate Volunteer data is tracked and stored.
9. Effectively communicate with the Operations and Programs staff to ensure that volunteers are being used to provide the most urgent needs.

10. Effectively communicates with the Volunteer Manager regarding upcoming projects, groups, and other events.
11. Promotes positive volunteer-staff relations.
12. Monitors and assists in maintaining supply of Program Boxes as needed.
13. Keeps accurate records of incoming product for entry into inventory system.
14. Keeps accurate records of non-conforming material, volunteer impact, and other data to be used in monthly reports.
15. Maintains a clean and safe working environment for Volunteers.
16. Other duties as needed.

QUALIFICATIONS:

High School Diploma or GED. (Some college, preferred.)

Proficient in use of Microsoft Office and other general computer programs.

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.

Ability to keep accurate data records

Must be able to multi-task, juggling several priorities at once.

Excellent customer service and communication skills with the ability to interact with diverse populations of volunteers, staff, donors, and agency representatives in a courteous and professional manner.

Must possess excellent public speaking abilities, able to present to groups of various sizes and demographics in an engaging manner.

Able to meet goals of day-to-day operations, while effectively engaging and supervising volunteers.

Must be able to perform the physical expectations of the position including (but not limited to); safely lift and transport product as necessary (frequently 50lbs or more), operate basic warehouse machinery (pallet jacks, forklifts -if not trained, must be willing to be trained within six months of hire), and operate a manual pallet jack with loads in excess of 1,200lbs including pushing and pulling throughout a warehouse environment.

ADDITIONAL SKILLS

A genuine, friendly people person who possesses a positive attitude and customer service abilities.

An eye for details and organization.

Ability to anticipate needs of others and act in advance.

Knowledge of current trends in Food Bank operations is a plus.

Prior experience in a warehouse environment or in communications, a plus.

WORKING CONDITIONS: This position will spend most of its time in a warehouse that can be hot or cold depending on the season. The position requires the operation of common warehouse tools (pallet jacks, forklifts, scales). This is a fast-paced, very physical work environment. Position will spend almost the entire shift on their feet, walking on hard surfaces. The noise level in the warehouse is loud to moderately loud.

PHYSICAL DEMANDS: The physical demands required here are representative of those that must be met by the employee to successfully perform the essential functions of the job.

The physical demands for this position are for medium heavy work. This includes lifting/carrying in excess of 50lbs frequently and lifting up to 70lbs occasionally. Additionally, this position requires the operation of a manual (or electric) pallet jack with the ability to manage loads in range of 300 – 2000lbs. This position includes pushing and pulling of product throughout the warehouse, with the occasional pulling and pushing of product outdoors. While performing job duties the employee is regularly required to use hands to handle or feel; reach with hands and arms; and talk or hear. The employee is frequently required to stand; walk; and stoop or kneel. The employee is occasionally required to sit, climb, or balance. Specific vision abilities required are the visual acuity to operate motor vehicles, read directions/instructional manuals, close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. The position is required to operate manual or motorized pallet jacks and forklifts. If applicant is not certified to use a forklift, they must become certified within six months of accepting this position.

TRAVEL: Minimal. Some routine travel may be required for special events or assignments.

SCHEDULE: This is a part-time position, Monday-Thursday 8:30a-3:30p and Friday 8:30a-12:30p