

Job Title: Volunteer Services Coordinator
Department: Development
Reports To: Community Engagement Manager
Classification: Regular, Full Time, Non-Exempt
Location: Concord, CA

Who We Are

For over 45 years, the Food Bank, made up of a diverse staff, dedicated Board of Directors and passionate volunteers, has been leading the fight to end hunger in partnership with our community and in service of our neighbors in need.

About this Opportunity

The Volunteer Services Coordinator supports the Volunteer Services Team as the first point of contact for volunteers, community organizations, and corporations that are interested in volunteering.

Essential Duties and Responsibilities

- Develop strong relationships within the community to foster a positive image, making the Food Bank the volunteer organization of choice among companies and potential volunteers.
- Provide support to the Volunteer Services Team by managing the Volunteer Help Desk which includes responding to scheduling requests, phone calls, and volunteer helpdesk email.
- Coordinate with representatives for Corporate, Civic, School, Church, and other groups that volunteer regularly and maintain an annual calendar of their scheduled volunteer shifts.
- Recruit and support Return to Work volunteers in the Fairfield Warehouse.
- Assist other departments by providing reminders of changes to the Warehouse and/or Boxing Schedules and Corporate Volunteer Group schedules.
- Assist other departments by processing direct service change requests.
- Monitor Salesforce for self-created volunteer groups and notify appropriate staff: warehouse, volunteer services, and key development staff.
- Review Salesforce reports for no-show volunteers and contact them to determine their commitment to our mission or place them in a better-suited volunteer role.
- Generate daily and weekly Salesforce volunteer schedules and/or sign-in sheets as needed for warehouse, boxing, and distribution shifts.
- Ensure all volunteer attendance is accurately recorded in Salesforce.
- Participate in monthly meetings with the Data Team to recommend updates in HandsOn Connect to improve the volunteer experience.
- Coordinate with the Data Team and consult with other Food Bank departments to create, maintain, and update the public-facing annual volunteer calendar in Salesforce. This calendar should include warehouse, boxing, and distribution volunteer schedules to effectively recruit volunteers for the departments.
- Support the Volunteer Services Team in keeping the SharePoint page up to date with relevant documents.
- Assist with donor and volunteer stewardship through follow-up calls, emails, and mailings.
- Assist with events, including Empty Bowls, Nourish Gala, Volunteers Appreciation Month, etc.

Qualifications

- Associate's degree preferred and at least 2 years administrative experience. An equivalent combination of education and experience may be considered.
- Valid CA driver's license and insurance and ability to be covered under the Food Bank's auto insurance policy required.
- Significant level of computer proficiency with MS Office Suite, internet, and CRM tools similar to Hands on Connect (a Salesforce add-on.) Salesforce experience is a plus.
- Ability to speak and write in a positive manner that gets people excited and engaged with the Food Bank's mission.
- Proven track record working in a collaborative team environment with people of diverse backgrounds and circumstances.
- Knowledge of project management principles including development and coordination of plans, communication, collaboration, and time management.
- Ability to speak effectively before diverse groups of people in person and over the phone.
- Displays courtesy and sensitivity; manages difficult or emotional customer situations.
- Self-starter who can work with minimal supervision. Works effectively under pressure to meet established goals and objectives.
- Ability to identify and resolve problems in a timely manner, develop alternative solutions, and use reason.
- Ability to work occasional evenings and weekend events, as needed.

Additional Information

In instances of a federal, state or locally declared emergency, Food Bank is typically considered an essential service and emergency responder; all its employees may be called in to perform regular or emergent duties.

Compensation and Benefits

This is a full-time, non-exempt position. To ensure internal pay equity, the non-negotiable starting pay for this position is \$30.80 per hour.

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive and extensive benefits package including health, dental, and vision, life insurance, flexible spending account, 403(b) employer matching, and paid leave to eligible employees. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the organization. We strive to provide an inclusive, collaborative, and creative environment where each person feels encouraged to contribute to our processes, decisions, planning, and culture.

To Apply

Please send your resume, cover letter, and any supporting documents to hr@foodbankccs.org with the subject line: "Volunteer Services Coordinator". Email submission is preferred.

Or by mail to:

Food Bank of Contra Costa and Solano
Attn: Human Resources
4010 Nelson Avenue
Concord, CA 94520

FBCCS is an Equal Opportunity Employer and complies with applicable state and local laws governing nondiscrimination in employment in every location in which the FBCCS has facilities.

We strive to create a workplace and organization that reflects the communities we serve where everyone feels empowered to be their full, authentic selves. Together, we work innovatively to effectively serve our community. Underrepresented groups are welcomed and encouraged to apply.

FBCCS does not have the resources to sponsor visas, nor any open positions eligible for the H-1B program.

For more information about us, please visit: <http://www.foodbankccs.org/careers>