

FAMILIES FORWARD

DIGNITY • EMPOWERMENT • HOPE

Job Title: Volunteer Coordinator

Reports to: Volunteer Manager

Education: High School Diploma required; Bachelor's Degree preferred

Experience: Entry level with some prior experience

Position is: Non-Exempt, 38 hours per week as required by the organization

Job Summary:

Primary responsibility will be to support the volunteers, volunteer program, and Operations department. Support the intake and referral process for new and existing clients by providing support to the front desk and food pantry volunteers. In addition, this position will provide project support to the food pantry and seasonal programs to advance and achieve the mission of Families Forward.

Essential Job Duties

Client and Volunteer Support (85% time spent)

- Provide support to the front desk and food pantry volunteers assisting with client inquiries and resources as needed.
- Assist with donations, guests, and clients through the front desk.
- Assist with Spanish speaking clients when necessary.
- Assist with seasonal programs, community wide food drives, and other projects in collaboration with Operations team and Volunteer Manager.
- Assist with data entry as needed.
- Assist with volunteer recruiting and outreach efforts.
- Assist with volunteer orientations and training.
- Assist with volunteer scheduling.
- Assist with volunteer communication.
- Assist with volunteer tracking, including oversight of the Volunteer Management Software.
- Assist with volunteer appreciation efforts.

Operational Support (15% time spent)

- Provide operational support and other general office duties as requested.
- Provide support to the day to day operations of the food pantry.

Qualifications and Requirements:

- Highly organized with the ability to juggle multiple tasks with a careful attention to detail and accuracy.
- Spanish speaker preferred.
- Experience with Outlook, Microsoft Suite, Excel.
- Ability to adapt, flexibility.
- Pass background check as required by law.
- Valid California Driver's License and State Mandated Vehicle Insurance.

Note: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.

To apply please send your resume to Elizabeth Childs, Director of Operations, echilds@families-forward.org