

**Second Harvest Food Bank of Central Florida
Job Description**

Title: Volunteer Assistant/Receptionist
Unit: Warehouse
Reports to: Volunteer Services Manager
Labor Grade: NE-1
Date of Last Revision: 2/8/18

Job Group Category: Non-Exempt
Direct Reports: N/A

Position Summary:

Under the direction of the Volunteer Services Manager, this position is responsible for helping to manage the Volunteer and Food Drives Program.

Principal Duties & responsibilities:

1. Volunteer Recruitment

- a. Help supervisor evaluate volunteer needs
- b. Help seek and form new partnerships with potential volunteers via: volunteer fairs, United Way
- c. Help schedule and coordinate volunteer groups
- d. Help create/produce written promotional materials aimed at recruiting volunteers
- e. Recruit and train volunteer groups for special events or specific off-site projects

2. Record Keeping

- a. Input volunteer hours into Bloomerang
- b. Confirm volunteer groups
- c. Schedule in Volunteer Hub
- d. Input food drives into Excel sheet and send thank you letters
- e. Help with monthly report

3. Volunteer Supervision

- a. Provide orientation to new volunteers & escort them to the projects/work alongside at times
- b. Help screen applicants who are interested in completing court ordered volunteer hours to ensure that they meet Food Bank policies for volunteers
- c. Help sign off on volunteer hour forms for both court ordered and community service volunteers
- d. Appropriately communicate with and recognize the efforts of volunteers & food drive organizers through thank you cards/letters, thank you emails...etc
- e. Help with offsite projects/food shows

4. Reception Desk

- a. Provide reception desk back up: lunch and breaks
- b. Assist with welcome sign/provide list of volunteer groups
- c. Keep copies of BEO's so that you are familiar with events taking place in our meeting rooms
- d. Assist with walk in food assistance inquiries
- e. Provide temporary badges to interns, guests, staff on as needed basis
- f. Sign for deliveries/let staff know when items have arrived

5. Coordination and Oversight of community food drives:

- a. Help answer calls/return messages to food drive organizers & provide timely and effective follow up and customer service when they request advice, materials, tips..etc
- b. Attend speaking engagements and educate potential donors on our mission and how to aid that through successful food drives

4. General- Any other duties as assigned.

5. Job Specifications

1. Associates Degree (preferred)
2. Experience working with volunteers or personal volunteer experience (preferred)
3. Proficient in planning and organizing (required)
4. Proven success with collaboration and teamwork (required)
5. Excellent written and oral communication skills (required)
6. Proficient in Word & Excel (required)
7. Must have reliable transportation (required)

Competencies:

- **Exceptional Attention to Detail**
Double checks work for accuracy
Verifies data or information before presenting it
Carefully reviews their written work for any mistakes
- **Exceptional Communication**
Takes time to walk around and listen to employees
Uses multiple channels to get messages across to people
Is effective at determining the underlying meaning in a communication
- **Customer Focus**
Continually improves processes in order to meet and exceed customer expectations
Actively identifies internal and external customer needs
Tries to improve processes by carefully listening to customers
- **Decision-Making Ability**
Establishes priorities decisively for themselves and others
Works positively and effectively in highly confused or ambiguous circumstances
Quantifies the influence that major decisions are likely to have
- **Dependability**
Maintains “heart” and the courage of their convictions, even when the going is difficult
Takes responsibility for their own actions
Meets objectives, targets and deadlines
- **Planning and Organizing**
Sets aside time for thinking, planning, and action
Designs flexible time into their day to re-schedule or re-prioritize
Paces themselves so they can meet goals or deadlines
- **Results Focus**
Is quick to identify and put a stop to wasted effort or effort that does not produce valuable results
Encourages people to think about whether all of their efforts are adding value
Demonstrates consistent enthusiasm for achieving results
- **Taking Initiative/Responsibility**
Volunteers to help others without prompting
Actively looks for increased responsibilities
Is willing to be accountable for their decisions or actions

Working Conditions

Office environment with some community event/outreach travel

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skill required of personnel so classified,

Review/Approval:

Name:

Date: