



South Michigan Food Bank Job Description

Job Title: Volunteer Manager
Reports to: Advancement Director
Prepared by: Advancement Director
Approved by: Chief Operating Officer

WC Code: 8810
FLSA: Exempt
Revised date:

Prepared: 6/1/2020

General Description and Position Summary: Responsible for the management of the Volunteer Program; including project management, program planning, recruitment, and cultivation of relationships to ensure South Michigan Food Bank volunteers have the best volunteer experience.

Supervisory Responsibilities: This position directly oversees two Volunteer Coordinators.

Please include a resume and cover letter with application.

Qualifications:

- Excellent interpersonal, relationship development, and communication skills
- Strong skills and experience in leadership, problem solving, time management, and supervision
- Proven success in leading teams and managing employee or volunteers to meet strategic goals
- Ability to initiate and/or mediate challenging conversations
- Self-motivated and ability to motivate team members and volunteers
- Ability to work in a team-oriented environment as a strong team leader
- Experience in project management and the ability to meet deadlines while managing multiple projects
- Excellent verbal, analytical, organizational and written skills, including public speaking
- Proficient with computer skills, including learning new software
- Ability to work in a diverse environment with a diverse population, various age groups and people with special needs
- Willingness and ability to innovate and learn new skills
- Adaptability
- Strong commitment to community betterment
- Possess current vehicle insurance and ability to use a personal vehicle for South Michigan Food Bank

Essential Job Duties and Responsibilities: (other duties as assigned)

- Oversee overall volunteer department, including identifying and implementing best practices and innovative ideas
- Management and organizational of volunteer projects
- Cultivating and nurturing community relationships and recruit volunteers to serve at South Michigan Food Bank
- Oversee and provide support to both on-site and off-site volunteer projects as needed
- Responsible for overseeing onsite food pantry
- Oversee and maintain all aspects of volunteer software program
- Work closely with volunteers to promote cooperation and interest
- Serve as the Food Bank liaison to volunteer networking organizations and opportunities
- Coordinate volunteer recognition events
- Conduct outreach and volunteer recruitment with appropriate organizations, such as schools and community groups
- Maintain a safe and clean working environment
- Maintain ServSafe and AIB certification as needed to ensure knowledge of food safety standards
- Responsible for the orientation and training of all new volunteers, including the safety regulations, policies, procedures and standards of volunteer service
- Create and update relevant documents, including but not limited to, volunteer job descriptions, safety and policy standards, and department handbook

Work Environment:

- Work is performed, both, within an office environment with standard office equipment and in South Michigan Food Bank's distribution center with heavy operating equipment.
- Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.
- May be expected to travel off-site for work related functions.
- Work schedule may vary and include work on evenings and weekends due to special events, inclement weather, and other projects related to timely and accurate warehousing and distribution of product.
- Work inside freezers and coolers with temperatures of -10 degrees F to 38 degrees F.
- Driving, walking, standing bending, lifting, and carrying items weighing in excess of 60 pounds
- Operation of forklifts and Food Bank vehicles