



Westside Food Bank is seeking an Volunteer Coordinator

- Are you organized, detail-oriented, and computer savvy?
- Are you looking to provide excellent customer experience?
- Do you love directing groups and public speaking?
- Do you love to learn and embrace professional and personal development?
- Do you want to improve the well-being of local people in need?
- Are you ready to apply your talent and skills to an organization with a 43-year history?

General Job Description

Westside Food Bank, a non-profit social service organization, is seeking a full-time Volunteer Coordinator. WSFB distributes nearly 5 million pounds of food yearly to over 55 social service agencies and is expanding services with the increase in local need. The Volunteer Coordinator cultivates and oversees all aspects of volunteer engagement. They are part of the operations team and will work closely with the warehouse and development teams. The ideal candidate will have at least 2 years experience in customer service and must be a highly effective communicator. Excellent attention to detail, clear and concise writing, and confident public speaking are essential for success in this position. This position requires work to be performed onsite at Westside Food Bank's offices, warehouses, and off-site locations.

The Volunteer Coordinator reports to the Director of Logistics and Warehousing and works cooperatively with both warehouse and office staff.

Roles and Responsibilities

- Recruits individual and group volunteers and publishes volunteer opportunities on our website so that groups and individuals can see available opportunities
- Schedules volunteers in conjunction with warehouse staff. Communicates and coordinates with the Operations and Programs staff to ensure that volunteers are being used for the most urgent needs.
- Directs volunteer projects
 - Develops materials and trains groups of volunteers (individuals to 30 people) for daily operations projects which include food sorting, receiving, order packing, and mobile pantry distributions. Ensures that all volunteers:
 - Receive logistical information prior to their shift (i.e. location, parking, what to wear, etc.)
 - Fill out a Volunteer Waiver form prior to their volunteer shift
 - Are trained prior to starting the volunteer activity

- Follow food safety guidelines and best practices
 - Clean up and tidy sorting area prior to leaving, break down boxes, and dispose of trash in the appropriate receptacles
- Maintains adequate flow of product to and from the volunteers by using dollies, pallet jacks, forklifts, stackers and other tools to move product safely
- Capable of correcting/retraining volunteers as needed
- Promotes ongoing campaigns and events using promotional materials
- Takes photos and videos to document the volunteer experience
- Maintains a safe and organized food warehouse
 - Moves food into the staging area for sorting using forklift or pallet jack
 - Maintains appropriate labeling to properly store and locate product
 - Adheres to the First-In-First-Out system to rotate product
 - Conducts physical inventory counts to verify product levels and track/reduce losses for volunteer products
 - Keeps accurate inventory records and enters records into Primarius system.
- Coordinates volunteer related logistics for special events off site and onsite
- Maintains confidentiality and resolves interpersonal issues promptly
- Cultivates and stewards relationships with volunteers
 - Connects volunteers with the Development Team
 - Initiates follow-up calls and e-mails
 - Maintains volunteer records to track and report volunteer activities
- Trains other team members to cover volunteer shifts so that other staff can continue to host volunteer groups and individuals
- Performs other volunteer related tasks as assigned by supervisor

Qualifications

- Excellent interpersonal and communication skills, both written and verbal
- Organized self-starter – ability to prioritize work based on deadlines and manage multiple projects at once without constant supervision
- Ability to train others and give clear explanations as needed
- Excellent attention to detail
- Ability to handle confidential and sensitive information with discretion
- Ability to read, understand, and work off written documentation (in English) such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to lift and carry up to 50 lbs
- Willingness to learn how to move, push, or pull up to 2,000 lbs. with the help of pallet jacks, forklifts, or related equipment
- Ability to obtain and maintain Food Handler Certification
- Excellent computer skills and ability to learn new programs

- Familiarity with Microsoft Office, Slack, Adobe Acrobat, Zoom, Google Suite etc.
- Familiarity with Calendly, Confluence wiki, and Jira project management system a plus
- Insured vehicle with valid California driver license and clean driving record
- Bilingual Spanish (speak/read/write) a plus
- At least 2 years of relevant work experience
- Applicants must be up-to-date with Covid-19 vaccinations

Compensation & Benefits

- This is a full-time, non-exempt position at 40 hours per week, with salary of \$26.80/hr.
- Position is onsite at Westside Food Bank's offices, warehouses, and off-site locations with a varying work schedule typically Monday through Friday, eight hour shifts between 8am and 6pm.
- As weekends and evenings will be required (up to 24 per year), there is flexibility to modify work shifts on those weeks
- Mileage will be reimbursed for travel
- **Generous benefits package:**
 - Medical (Kaiser HMO): Premiums fully covered by WSFB for the employee. Dependent coverage is available—employee pays 2% of their wages for coverage and WSFB pays the rest;
 - Dental (Delta Dental PPO): Premiums fully covered by WSFB for the employee. Dependent coverage is available at 25% of the premium cost;
 - 4% Safe Harbor 401(k) Match with immediate vesting;
 - Paid time off: 12 sick days per year, 10 holidays, 10 vacation days in the first year of employment (vacation increases per year, up to a maximum of 25 days at the seventh year of employment), holiday closure between Christmas and New Year;
 - Pre-tax Flexible Spending Account (FSA) available, with employer contribution to medical;
 - Long-term disability, life insurance, and AD&D insurance, paid by WSFB;
- Professional development opportunities, paid for by WSFB;

How to Apply

Send resume and brief cover letter to jobs+vc@wsfb.org. Resumes without a cover letter will not be considered.

Applications will be reviewed immediately and prospective candidates will be contacted directly, please, no calls.

Westside Food Bank is an equal opportunity employer committed to fostering an inclusive environment. We welcome candidates of all backgrounds and will not discriminate against any individual based on race, color, sex, pregnancy, national origin, age, religion, marital status, sexual orientation, gender identity, gender expression, military or veteran status, disability, or any factors prohibited by applicable law.