



Heart of Alabama Food Bank Position Description

Position: Volunteer Experience Specialist

Reports To: Volunteer Engagement Supervisor

Pay Range: \$13.00 - \$19.00 hourly

FLSA Status: Non-Exempt Hourly, Part-time (15-20 hrs/wk)

Description:

The purpose of the Volunteer Experience Specialist is to ensure volunteers have a meaningful volunteer experience and to coordinate their activities, while onsite, to support the valuable mission of the Heart of Alabama Food Bank. This position also completes departmental administrative duties as needed.

Duties and Responsibilities

Greet and welcome volunteers when they arrive for their volunteer shift

Conduct onsite volunteer orientation and training regarding the mission and objectives of the volunteer program and HAFB

Provide clear and detailed instructions to volunteers regarding their assignment and be available to answer questions or concerns

Stay with the volunteers while they are on-site to help ensure safety, as well as support and coordinate any needs they may have to successfully complete their volunteer tasks.

Create a fun and energetic atmosphere and show appreciation to volunteers before, during, and after their shift

Prepare warehouse workspace and ensure all necessary supplies are available in advance of volunteers arriving for their shift

Maintain inventory of volunteer supplies and proactively notify supervisor when orders need to be placed

Communicate effectively any challenges relevant to volunteers to the supervisor

Conducts administrative tasks as needed across all HAFB departments, such as data entry, filing, and mailings

Occasionally participate in team meetings, training programs, and supervisory sessions, and accept responsibility for aiding in the development of a positive work environment.

One Saturday morning a month will be required to meet the availability needs of volunteers

Qualifications

High School Diploma required, bachelor's degree preferred

A minimum of two years working in a volunteer capacity to commensurate social service/customer service experience is preferred

Basic proficiency with Microsoft programs including Outlook, Word, and Excel is required

Must possess excellent verbal and written communication skills

Must be dependable, conscientious, and enthusiastic with excellent communication skills

Must possess the ability to work under changing circumstances yet remain tactful and professional

Must possess the ability to work a flexible schedule and be available on short notice as needed

Must be capable of multi-tasking and be willing to accept additional duties as they may develop

Physical Requirements:

The demands described here are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodation may be made to enable individuals to perform the tasks outlined in this job description.

The employee may be required to walk, stand, push, pull, lift, bend, and carry objects up to 20 pounds. With forklift traffic in the facility and product stacked and stored throughout, this position requires someone who is mobile and who can hear and watch for traffic and normal hazards of a warehouse environment. Occasional exposure to freezer and cooler environment; extended periods of sitting at desk on phone and computer may be required; iIndoor office/warehouse environment with moderate noise at food bank location; some evenings and weekends required; occasionally, conducts work in an external environment that requires driving.

My signature indicates that I understand my duties and responsibilities and intend to adhere to all the requirements of this position fully. If at any point I fail to understand what is required, I will seek to gain clarity from my chain of command.

Print Name: _____ Date: _____

Signature: _____