



Position Title: Administration & Volunteer Coordinator
Reports to: Operations Director
Job Classification: Full-time, non-exempt

Summary:

The Administration & Volunteer Coordinator provides support to staff, volunteers, and visitors by coordinating volunteer efforts at the main SLO Food Bank warehouse location. The Administration & Volunteer Coordinator provides support to the senior leadership team and general staff by handling a variety of administrative tasks to ensure the efficient day-to-day operation of our main office. The Administration & Volunteer Coordinator is the welcoming and informative face and voice of the SLO Food Bank to visitors who visit the SLO Food Bank in-person, via phone, or electronically. The Administration & Volunteer Coordinator occasionally provides and receives back-up support from the Development Coordinator.

Principle Duties & Responsibilities:

Work in collaboration with the SLO Food Bank's senior leadership team to support daily workflow, volunteer sign-up and orientation, meeting support, and records and retention.

- Greets visitors to the SLO Food Bank, including clients in need, with professionalism, grace, and compassion.
- Act as the primary staff member to direct phone calls and messages to appropriate staff with a working knowledge of the scope of work of the SLO Food Bank, an understanding of the resources available from other allied agencies, and the roles and responsibilities of SLO Food Bank staff.
- Ensure organized and well-stocked office environment for other staff members.
- Monitors inventory and allocation of items including, but not limited to basic office supplies, staff shirts, nametags, keys, and IT equipment.
- Maintain filing systems, both physical and electronic, with discretion and confidentiality including documents related to finances (personal and organizational) and human resources.

- Schedules, greets, and orients volunteers that support the SLO Food Bank's various programs using the online volunteer management system, and creates a sense of warm welcome for all volunteers that engages continued volunteerism and good morale.
- Work with Operations team to ensure volunteer scheduling and training meets organization's needs for all warehouse and pantry volunteer shifts.
- Provides backup support to the Operations team for assisting volunteers during their shift.
- Complete regular reporting requirements for warehouse volunteer data.
- Assists other departments in volunteer scheduling for one-time events.
- Participate in collaboration meetings with other volunteer coordinating staff to fulfill annual volunteer program goals.
- Other duties as assigned by Operations Director.

Qualifications:

- Passion for SLO Food Bank Mission.
- Excellent written and verbal communication skills and telephone etiquette.
- Ability to work independently and manage time effectively.
- Excellent verbal communication skills; comfortable leading small groups.
- Strong technical skills with Microsoft 365 products including Outlook, Word, Excel, PowerPoint, and Teams.
- Strong organizational skills with the ability to multi-task.
- Attention to detail and effective at problem solving.
- Ability to work in a busy office with constant interruptions, including ability to pay continual attention to detail and accuracy when composing and proofing written materials.
- Strong customer service skills.
- Knowledge of office management systems and procedures.
- Working knowledge of office equipment like printers, phone systems, and fax machines.
- Ability to handle confidential information with a high level of discretion.
- Strong ability to learn database computer programs with the ability to learn new software applications. Previous experience managing databases preferred.
- High level of interpersonal skills and knowledge of how to work effectively and professionally with both co-workers and external supporters and clients.

Distinguishing Characteristics:

- Teamwork – Contributes harmoniously as member of the Food Bank team.
- Compassion – Genuinely cares about provide caring services to people in need. Is kind to all.
- Embraces Diversity – Gives respect to all people at all times without exception.
- Hard Working – Is a self-starter, completes tasks, and is dependable.

Requirements:

- Must be 18 years of age or older. Must possess:
- A valid Driver's License, clean driving record, proof of insurance
- Reliable transportation to work
- Bachelor's degree or equivalent in experience and education
- Bilingual Spanish-speaking skill preferred, not required.
- Knowledge of food safety issues, with eventual ServSafe certification.
- Customer service experience.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Occasional lifting up to fifty pounds
- Vision must be good or corrected to normal to perform normal job duties
- Hearing must be good to have the ability to understand information to perform job duties
- Sitting for extended periods of time
- Manual dexterity needed for keyboarding and other repetitive tasks

Work conditions and physical demands may include:

- The ability to stand for extended periods of time; the ability to see details at close range (within a few feet of the observer); to lift, carry, and load up to 50 pounds.
- Must be able to bend, stoop, climb, and crouch repeatedly throughout the day.
- Standing, walking and kneeling required.

- Must be capable of spending extended periods of time entering data into a database, with the potential for frequent interruptions.
- Must be capable of sitting for extended periods of time.
- Hearing must be adequate to have the ability to understand information to perform job duties.
- Vision must be good or corrected to normal to perform normal job duties.
- Manual dexterity needed for keyboarding and other repetitive tasks.
- Variable work environment: work is conducted both indoors and outdoors with varying environmental conditions. Indoor facilities kept at cold temperature, so warm clothing is required. Noise level varies from quiet office environment to very noisy warehouse. Exhaust and dust may be present in the warehouse receiving area.

Salary Range:

\$18.50-22.00 per hour, depending on qualifications, plus benefits and 401(k) with organizational match.

Work Conditions:

The position is based out of the SLO Food Bank's offices at 1180 Kendall Road, San Luis Obispo, CA, and works alongside a dedicated group of staff and volunteers. This position includes office and outdoor work, including extended time operating a computer. Some amount of stooping, kneeling, bending, lifting, walking, carrying and other movements may be required.

Must be available for periodic work on weekends, evenings, and other after-hours occasions, as deemed necessary. Occasional travel within San Luis Obispo County. SLO Food Bank is an equal opportunity employer (EOE).

Equal Opportunity Employer

The Food Bank Coalition of San Luis Obispo County is an at-will, equal opportunity employer and does not unlawfully discriminate on the basis of race, creed, national origin, genetic information, disability, sex, marital status, age, or any other protected status covered by federal or state law. This job description does not constitute an employment agreement and is subject to change.