



Position Description

Position Title:	Volunteer Experience Coordinator	Direct Reports:	None
Department:	Program	Classification:	Non-Exempt
Location:	Kent County	Position Status:	Full Time
Reports To:	Manager of Volunteer Services	Approved Date:	
		Revision Date:	

Position Summary:

The Volunteer Experience Coordinator is responsible for the volunteer experience from beginning to end, provides excellent customer service, loads delivery vans, and assists volunteers. Supports set up of food for each volunteer shift.

Organizational Values:

Kids' Food Basket believes all children have a right to equitable, consistent access to the nutrition they need to grow.

Since its inception in 2002, Kids' Food Basket has grown from serving 125 students in Kent County to serving thousands of children daily across four counties (Kent, Muskegon, Ottawa, and Allegan) with healthy nourishing meals through our flagship Sack Supper program and other community-driven meal provision programming.

In addition, over the past two decades, Kids' Food Basket has also increased healthy food access for our communities through the growth and distribution of sustainably grown vegetables and fruits on our chemical-free, sustainable farms. Nourishing healthier generations of children is at the core of Kids' Food Basket's mission and is what we strive for daily through our five commitments:

- We **Nourish** our future by providing ready to eat healthy food on a daily basis to children in need,
- We **Grow** by increasing healthy food access for our communities through the growth and distribution of sustainably grown vegetables and fruit,
- Our community **Learns** through the use of our facilities and farmland as classrooms to foster learning and empowerment across economic barriers,
- We **Engage** our diverse community to work for Good Food for all,
- We **Advocate** for systems change by educating our community and legislators about our work, while supporting efforts that improve systems and empower families to break down the cycle of poverty and hunger.

Job Responsibilities:

1. Oversees and coordinates the volunteer experience which includes greeting, checking in, orienting to the daily tasks, leading equity focused tours, educating on the mission, and answering questions.
2. Communicates with the volunteers and facilitators on daily responsibilities and output goals.
3. Leads day, evening and/or weekend volunteer sessions. This includes assisting with product set-up, ensuring health department rules and regulations are followed, and maintaining volunteer and staff safety.
4. Assists with moving and lifting containers up to 50 pounds into vehicles on daily basis.

5. Navigates CRM volunteer management system by creating volunteer accounts and scheduling volunteers.
6. Administers the volunteer program, including answering phone calls and responding to emails in a timely manner.
7. Supports the intake of in-kind donations, including unloading vehicles and weighing/sorting donations.
8. Supports the intake of food deliveries from vendors and coordinating the logistics of food items within the warehouse.
9. Understands and monitors food safety protocols according to ServSafe guidelines.
10. Provides general program support.
11. Travel may be needed to regional locations to support staff.
12. Supports volunteer program by maintaining a flexible schedule conducive to volunteer shift times. Schedule varies through seasons and special events.
13. Other duties as assigned.

Supervision Received:

General Direction: Plans and arranges own work. Uses a wide range of procedures to accomplish assigned objectives.

Supervisory Responsibilities:

No supervision: No supervisory responsibilities.

Education & Experience:

1. High school diploma required. Associate degree preferred.
2. Two (2) or more years of relevant experience.
3. Forklift license or ability to complete company provided training.
4. SERV Safe certification or ability to complete company provided training.
5. Valid driver's license.

Other Knowledge, Skills & Abilities:

1. Proficient in Microsoft Office Suite.
2. Experience with CRM or volunteer management systems. VolunteerHub preferred.
3. Excellent written and verbal communication skills.
4. Ability to solve problems, analyze systems and data, and make suggestions for improvement.
5. Comfortable speaking in front of groups, making presentations, and leading groups.
6. Ability to articulate and connect with volunteers to build rapport and sharing about mission.
7. Basic understanding of stewardship and community outreach.
8. A sense of optimism and an assets-based way of viewing people and situations.
9. Ability to effectively interact with a diverse population from a variety of ethnic and socioeconomic backgrounds.
10. Have a desire to develop a basic understanding of hunger and poverty issues in West Michigan.

Physical Requirements:

Average Daily Physical Requirements	None	On Occasion	Less than 2 hours	2 to 5 hours	More than 5 hours
Work in stationary position			x		
Move about work area				x	
Use hands/fingers to handle or feel					x
Reach with hands and arms				x	
Ascend/Descend (stairs/ladder/etc.)		x			
Bend, stoop, kneel, crouch, or crawl		x			
Communicate with various parties					x
Detect flavors or smells	x				
Ability to push, pull, and lift up to 50 pounds				x	
Visual acuity					x
Read and understand written word					x
Drive/Travel			x		
Operate computer and general office machines				x	
Operate Machines: Warehouse Equipment			x		
Other:					

Environmental Conditions:

Average Daily Environmental Conditions	None	On Occasion	Less than 2 hours	2 to 5 hours	More than 5 hours
Normal office environment: No exposure to extreme heat, cold, noise or chemicals or hazardous equipment.				x	
Warehouse environment: Exposure to dust, warehouse equipment, varied temperatures, and noise.				x	
Farm: Regular and continuous exposure to outside elements such as weather, animals, insects, etc.		x			
Travel: Limited exposure to outside elements.			x		
Other:					

This job description does not list all duties of the job. Employees may be asked by management to perform other duties as needed. The Company reserves the right to revise this job description at any time. This job description is not a contract for employment and does not infringe upon the Company's at will employment status.

Benefits

Kids' Food Basket offers a competitive benefits package to full-time employees including medical, dental, vision, short-term disability, life/accidental death & dismemberment, flexible spending accounts, 401(k) plan with employer match, a generous PTO policy with 4 weeks in the first year of employment, paid holidays and more. Benefits eligibility begins on the first day of the month following the date of hire. 401(k) plan eligibility is after 6 months of employment.

Equal Employment Opportunities

Kids' Food Basket provides Equal Employment Opportunities (EEO) to all applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, height, weight, marital status, genetic information, qualified disability, veteran status or any other protected characteristic. In addition to federal law requirements, we comply with applicable state and local laws governing nondiscrimination in employment.

If you are interested in applying for an open position, **please send your cover letter, resume and compensation requirements to humanresources@kidsfoodbasket.org**
Please NO PHONE CALLS or Drop-Ins.