



Volunteer Coordinator – Operations Position Description

Location: Irvine, CA
Reports To: Volunteer Engagement Manager
Status: Full-Time, Hourly, Non-Exempt; \$25.44/hour
Schedule: Monday - Friday; 8 hours/day (*shifts fall between 7am – 4:30pm, with occasional evenings and Saturdays*)
Benefits: We offer excellent Benefit Plans including incremental PTO Plan; 15+ Paid Holidays plus a Birthday Floating Holiday. 403b retirement plan with a match. Medical & Dental insurance plans with majority paid by employer. Life Insurance plan and Employee Assistance Program paid by employer.

Would you like to go to work knowing that every day you'll be making a real difference in the lives of at-risk people in your community? At Second Harvest Food Bank that's exactly what you'll be doing. Every moment of your workday will directly impact our mission to provide food for those who need it, when they need it. **Come join our upbeat, collaborative team who are improving lives every day by taking hunger off the table.**

We are committed to living out the Food Bank's core values of **Integrity & Accountability, People First, Compassion, Purpose Driven, and Stewardship** in pursuit of our mission.

About Second Harvest Food Bank of Orange County

Second Harvest Food Bank's (SHFB) Vision: An Orange County with food and nutritional security for all. Our Mission: In collaboration with our partners, we provide dignified, equitable and consistent access to nutritious food, creating a foundation for community health. Since 1983 we have been a source of food security to all members of our community when they need our help.

POSITION DESCRIPTION:

Volunteers play a crucial role in our capacity to supply food to our community. The primary responsibility of a Volunteer Coordinator is to ensure that both volunteers and donors have a positive experience with Second Harvest, from engagement through their volunteering period and beyond.

ESSENTIAL JOB FUNCTIONS:

- Lead or support volunteer shifts at the distribution center, including orientation, project explanation, and product movement. Ensure food is handled in compliance with food safety standards.
- Schedule groups for volunteer opportunities and conduct reservation checks to confirm their planned attendance.
- Collaborate with other teams to organize logistical aspects of volunteer opportunities, both onsite and offsite.
- Consistently implement stewardship program for volunteer donors.
- Deliver engaging presentations and talks to volunteer and donor audiences of varying sizes and demographics.
- Lead informative tours of our Distribution Center and operations through sharing our mission, vision, and impact, leaving volunteers inspired and informed.
- Create compelling content for volunteer opportunity postings, automated emails, and newsletters.



- Execute recruitment strategies to secure volunteers for the Distribution Center, Farms, and Special Events.
- Analyze volunteer engagement, volunteer impact, and the Volunteer Engagement Team's recruitment efforts.
- Other duties as required.

CORE COMPETENCY SKILLS REQUIRED:

- Excellent communication skills (verbal and written)
- Project/program coordination skills with the ability to work under pressure, balance competing priorities, consistently meet deadlines, multi-task, and adapt to change
- Ability to problem solve and be solution oriented
- Ability to work harmoniously with a diverse workforce

PHYSICAL DEMANDS/ENVIRONMENTAL FACTORS:

- Required to stand, and reach
- Required to lift and carry up to 50 lbs.
- Required to move, push, or pull up to 2,000 lbs. with the help of pallet jacks, forklifts, or related equipment
- Occasionally required to stoop, kneel, crouch
- Exposure to cleaning agents and simple tools
- Indoor warehouse environment with moderate to loud noise
- Exposure to cooler and freezer storage units

REQUIREMENTS:

- Proficiency with Microsoft Windows (Outlook, Excel, Word) and other office applications
- Customer service experience, preferred but not required
- Forklift certification, preferred but not required

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed above are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Second Harvest Food Bank of Orange County, Inc. is an Equal Opportunity Employer.