

Job Title: Volunteer Engagement Specialist
Department: Development
Reports To: Community Engagement Manager
Classification: Regular, Full-time, Non-exempt
Location: On site in Concord, CA

Who We Are

For over 45 years, the Food Bank, made up of a diverse staff, dedicated Board of Directors and passionate volunteers, has been leading the fight to end hunger in partnership with our community and in service of our neighbors in need.

About this Opportunity

The Volunteer Engagement Specialist works closely with the Community Engagement Manager to plan and deliver thoughtful and high impact engagement opportunities for current and new volunteers with the goal of increasing overall volunteer retention and engagement. This position is responsible for ensuring all volunteers have a positive and cohesive experience.

Essential Duties and Responsibilities

- Interact with volunteers in person, on the phone, through email and through the volunteer portal to ensure they are having a positive volunteer experience at the Food Bank, at food distribution sites and at community events where the Food Bank is represented.
- Develop a lead volunteer program that will deepen the volunteer experience for volunteers and clients; and support staff in their ability to effectively and efficiently serve the community.
- Maintain a volunteer orientation program aimed at educating volunteers on the Food Bank's history and mission, safety, policies and procedures, and volunteer impact. To be reviewed annually, at a minimum, for accuracy.
- Develop and implement a volunteer recognition plan that includes gratitude gifts, appreciation events, and the gathering of content for articles, videos and social media to highlight volunteers.
- Maintain ongoing correspondence with volunteers regarding the Food Bank's most current programs, initiatives, and community impact, and crisis impact.
- Assist in the implementation of fundraising events and campaigns to convert volunteers to donors and participate in activities to acquire and retain volunteers.
- Maintain regular contact with the Food Sorting Coordinators in both locations to ensure volunteer needs are being met including the cleanliness of the volunteer centers and activity areas, volunteer breaks, and the follow through of any volunteer feedback.
- Assist in training volunteers, as needed.
- Other duties as assigned.

Qualifications

- High school diploma or general education degree (GED); one to three years related experience in event/project planning, customer service, or non-profit/mission driven work, and/or training. An equivalent combination of education and experience will be considered.
- Strong skills with MS Office Suite, internet, social media, and database navigation required. Familiarity with Salesforce a plus.
- Ability to speak and write in a positive manner that gets people excited and engaged with the Food Bank's mission.

Job Opening

- Proven track record working in a collaborative team environment with people of diverse backgrounds and circumstances and the ability to develop strong rapport and relationships with stakeholders at all levels.
- Knowledge of project management principles including development and coordination of plans, communication, collaboration, and time management.
- Self-starter who is able to work with minimal supervision. Works effectively under pressure to meet established goals and objectives.
- Ability to identify and resolve problems in a timely manner, develop alternative solutions, and use reason. Displays courtesy and sensitivity; manages difficult or emotional situations with a high level of customer service.
- Ability to work efficiently in a fast-paced, deadline driven role.
- Ability to work flexible hours, including evenings and weekends, as needed.
- Valid California Driver's license, current insurance and ability to be insured by Food Bank insurance, and personal vehicle. Ability to drive personal car for work related purposes (mileage will be reimbursed at the standard Federal rate).

COVID Requirements

As a condition of employment, FBCCS requires all employees to be fully vaccinated against COVID-19, unless approved for a reasonable accommodation based on disability, medical condition, or religious belief that prevents you from being vaccinated. If you are vaccinated, you are required to have received at least one COVID-19 vaccine prior to your first day of employment and to provide proof of full vaccination status within 30 days.

Additional Information

This position requires occasional travel to sites within Contra Costa and Solano counties and the ability to work some evenings and weekends. In instances of a federal, state or locally declared emergency, Food Bank is typically considered an essential service and emergency responder; all of its employees may be called in to perform regular or emergent duties.

Compensation and Benefits

This is a full-time, non-exempt position. To ensure internal pay equity, the non-negotiable starting pay for this position is \$31.56 per hour.

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive and extensive benefits package including health, dental, and vision, life insurance, flexible spending account, 403(b) employer matching, and paid leave to eligible employees. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the organization. We strive to provide an inclusive, collaborative, and creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

To Apply

Please send your resume and any supporting documents to hr@foodbankccs.org with the subject line: "Volunteer Engagement Specialist." Email submission is preferred.

Or by mail to:

**Food Bank of Contra Costa and Solano
Attn: Human Resources
4010 Nelson Ave
Concord, CA 9452**

Job Opening

FBCCS is an Equal Opportunity Employer and complies with applicable state and local laws governing nondiscrimination in employment in every location in which the FBCCS has facilities.

We strive to create a workplace and organization that reflects the communities we serve where everyone feels empowered to be their full, authentic selves. Together, we work innovatively to effectively serve our community. Underrepresented groups are welcomed and encouraged to apply.

FBCCS does not have the resources to sponsor visas, nor any open positions eligible for the H-1B program.

For more information about us, please visit: <http://www.foodbankccs.org/careers>