

**Job Title:** Volunteer Engagement Coordinator  
**Department:** Development  
**Reports To:** Community Engagement Manager  
**Classification:** Regular, Full Time, Non-Exempt  
**Location:** Fairfield, 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 Coordinator 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 recruitment, 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.
- Respond to volunteer survey feedback.
- With support from the Community Engagement Manager, maintain a Warehouse Volunteer Engagement Procedure that educates volunteers on the Food Bank's history and mission, safety, policies and procedures, and volunteer impact. Support the Food Sorting Coordinators with implementing the Engagement Procedures. To be reviewed quarterly to ensure the information is accurate and current.
- 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.
- Support the Volunteer Services team with recruiting volunteers for unique volunteer opportunities that deepen the volunteer experience.
- Support the Volunteer Services team with recruiting volunteers for one-off internal volunteer recruitment requests leading up to the holidays or special events.
- In collaboration with the Remote Volunteer Engagement Specialist, develop outreach plans to recruit and engage community members, social organizations, and corporate partners.
- Develop and implement a volunteer recognition plan that includes gratitude gifts, appreciation events, and gathering content for articles, videos, and social media to highlight volunteers.
- In collaboration with the Volunteer Services team, design and implement annual Volunteer Appreciation Month activities and recognitions.
- Maintain ongoing correspondence with volunteers regarding the Food Bank's most current programs, initiatives, 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 ongoing correspondence with volunteers regarding the Food Bank's most current programs, initiatives, community impact, and crisis impact.
- Assist in implementing the Development department goals by supporting fundraising events and campaigns and corporate and advocacy engagement to convert volunteers to donors and participate in activities to acquire and retain volunteers at both warehouses.

### **Qualifications**

- Associates degree preferred and at least 2 years administrative experience. An equivalent combination of education and experience will be considered.
- Significant level of computer proficiency with MS Office Suite, internet, and CRM tools similar to Hands on Connect (a Salesforce add-on.) Salesforce experience is a plus.
- Ability to speak and write in a positive manner that gets people excited and engaged with the Food Bank's mission.
- 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.
- Bilingual Spanish/English preferred.
- 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).

### **Additional Information**

In instances of a federal, state or locally declared emergency, Food Bank is typically considered an essential service and emergency responder; all 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 \$30.80 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**



## Job Opening

Please send your resume, cover letter, and any supporting documents to [hr@foodbankccs.org](mailto:hr@foodbankccs.org) with the subject line: "Volunteer Engagement Coordinator". Email submission is preferred.

Or by mail to:

Food Bank of Contra Costa and Solano  
Attn: Human Resources  
4010 Nelson Avenue  
Concord, CA 94520

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>