

Job Title: Volunteer Operations Coordinator (Tuesday – Saturday)
Reports To: Distribution Warehouse Manager
Classification: Regular, Full-time, Non-Exempt
Schedule: Tuesday, Wednesday, Thursday: 11:30am-8:00pm
Friday, Saturday: 7:30am-4:00pm
Location: Fairfield, CA

Who We Are

For 50 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 Operations Coordinator is essential in ensuring our volunteers have a productive and meaningful experience at the Food Bank while maintaining strict quality control standards. This position works directly with Food Bank volunteers to oversee and coordinate the sorting of food products to ensure only products meeting strict quality standards are distributed to the community. This position has extensive interaction with the public and requires critical thinking and independent decision-making ability.

Essential Duties and Responsibilities

- Direct and supervise volunteers to sort through various food products to ensure we distribute quality food to the community.
- Provide support to Volunteer Services to recruit, train, and supervise new volunteers.
- Communicate frequently with volunteers to ensure they are satisfied and appropriately placed.
- Conduct quality control on all boxes that are sorted by volunteers.
- Maintain a sanitary working environment in the sorting area.
- Assist with daily incoming donations.
- Maintain weekly metrics by inputting data into Excel sheets.
- Maintain organization, inventory, and cleanliness of the Volunteer Department's storage areas.
- Setting up an adequate work area for product sorting and weekly boxing/production line.
- Keep records of community service workers.
- Comply with all standards of Feeding America and local environmental health standards.
- Other duties as assigned, including but not limited to: sanitation, unloading/loading trucks, product rotation, and cycle counting.

Qualifications

- 1-3 years related experience and/or training in warehousing, customer service, and/or facilitating group activities.
- Ability to operate a forklift and an electric pallet jack. Previous experience preferred.
- Ability to lift/move 50 pounds.
- Ability to speak effectively and professionally before groups of customers, employees, and the general public demonstrating cultural sensitivity.
- Communicates accurately, honestly, supportively and in a timely manner with department and interdepartmental team members.
- Basic proficiency in MS Excel. Must be able to perform basic data entry.

- Demonstrates strong planning, organizing, time management and interpersonal skills.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Self-starter who is able to work with minimal supervision. Works effectively under pressure to meet established goals and objectives.
- Effective conflict de-escalation and resolution skills.
- Employment is contingent on a satisfactory criminal background screen and passing drug test, including marijuana.

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 \$25.44 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 Operations Coordinator"** Email submission is preferred.

Or by mail to:

Food Bank of Contra Costa and Solano
Attn: Human Resources
4010 Nelson Ave
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>