

Position: Volunteer Coordinator
Reports to: Executive Director

Hours per Week: 35

- Hours on Site in Newton: 50%
- Hours Remote: 50%



Position Overview: The Volunteer Coordinator's primary responsibility is to ensure that the volunteers needed to run all aspects of the operation have been scheduled to do so. The complementary component of this job is to be present at the pantry and work alongside volunteers during the acquisition, storage and distribution of food in order to understand the volunteer jobs, learn about the volunteers and to plan the ideal placement of volunteers. This is a tactical position that is best suited to someone who wants a job that is a mix of days that include high activity and social engagement with the rest of the time spent working remotely in a flexible schedule for volunteer scheduling and communication with them.

The Volunteer Coordinator's job is comprised of two components:

Scheduling Volunteers

1. Use web based volunteer management software to accept new volunteer registrations, schedule volunteers and regularly monitor volunteer sign ups throughout the week with a goal to to achieve a 95% fill rate for all jobs/shifts by the end of the day before each shift start time. Responsible for creating and posting the volunteer schedule each service day.
2. Address gaps and last minute cancellations and take steps to fill them independently or in collaboration with staff. These steps include utilizing a volunteer software management system to review the schedule, determine needs, identify candidates and communicate to volunteers via volunteer software system and/or by phone, texts or email as needed.
3. Assign volunteers best suited to available jobs and communicate to volunteers when their skill set or capabilities are not a match for their intended job, with a recommendation for another opportunity.
4. Provide information to new volunteers such that they are informed and well prepared for their volunteer experience in advance of their first shift, as well as followup after volunteering to get feedback from them.
5. Communicate promptly and professionally with potential and current volunteers to reply to questions, remedy issues, provide positive feedback and express gratitude.

Supporting Pantry Operations

1. Work at Centre Street's location on pantry service days, Greater Boston Food Bank delivery days and occasional food drive days when groups volunteer. The work would

include providing direction and working alongside volunteers engaged in food set up, packing, inventory, organization and storage. Work will also include assisting clients who receive groceries, and stepping into a volunteer shift role when a gap occurs for an essential job. The typical weekly on site schedule includes:

- Every Tuesday service day, 10AM until 6PM
 - Two weekdays for food delivery which include three Mondays from approximately 8AM-2PM and one Thursday or Friday weekly from 9AM until 2PM.
 - One Saturday a month, 9AM until 3PM at least six times a year.
2. Become knowledgeable about the service and unloading day operations in order to become a productive member of a team that facilitates the distribution of 65,000 pounds of food each month to approximately 4,000 people, accomplished primarily by a workforce of 125 different volunteers and a staff of three.

The Volunteer Coordinator shall possess the following experience and attributes:

- Volunteering or employment in a nonprofit organization, preferably one that provides direct services to a diverse population.
- Familiar with the use of scheduling or similar database software.
- Competent in the use of Microsoft office applications, Google drive and electronic mail.
- Strong prioritization skills with the ability to anticipate and meet deadlines.
- A flexible remote work schedule that is not limited to standard weekday hours.
- Able to work effectively in a setting that is fast moving and changing.
- Communication skills that include humor, patience and/or kindness to resolve confusion.
- Comfort interacting with a diverse group of people including non-English speakers.
- Able to speak and write in English fluently.
- Able to speak and write in Spanish, Portuguese, Haitian Creole, Mandarin or Russian desired but not required.
- Able to stand and/or walk for several hours without difficulty.
- Able to comfortably and repeatedly lift 25 - 30 pounds.
- Mission-driven and motivated to end food insecurity.

Compensation and Benefits

- Based upon the applicant's experience, in the range of \$23-\$28/hr.
- Includes pay for these holidays: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and Friday following it, Christmas Eve and Christmas Day.
- Includes paid flex time off, up to 70 hours in a calendar year.

The position does not include contributions or coverage for health insurance or any other benefits.

How to Apply

Candidates should [email a resume](#) or summary of their experience directly to Centre Street or apply on Indeed. A cover letter is not required but a short introduction or summary of interest in the email is welcome. Candidates will be reviewed by the Executive Director and hiring team, and those selected for follow-up to explore this opportunity further will be contacted by email.

The Centre Street Food Pantry serves clients in Newton and five neighboring Greater Boston cities. As part of our mission, we want to foster a dignified and inclusive experience for all. We seek staff who reflect and can relate the diversity of our clients and are comfortable working with people from all backgrounds.

Centre Street Food Pantry does not discriminate on the basis of race, color, religion, gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, provision of services, hiring and firing of staff, selection of board members, and recruitment of volunteers and vendors. We are committed to providing an inclusive and welcoming environment for all clients, members of our staff, volunteers, and vendors.