

JOB ANNOUNCEMENT – VOLUNTEER MANAGER

Organization: Dubuque Food Pantry, 1310 White Street, Dubuque, Iowa 52001

Open Position: Volunteer Manager, Dubuque Food Pantry

Classification: Hourly, 30 hours per week

Hiring Contact: Theresa Caldwell, Executive Director

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Summary: The Dubuque Food Pantry is a non-profit organization serving the Dubuque area, including 16 surrounding counties. Our organization is currently searching for the ideal candidate to serve as our Volunteer Manager. The Volunteer Manager serves in a part-time, hourly position responsible for the supervision and management of volunteers and the day-to-day operations of the food pantry programs and facility. This position will report to, and work closely with the Executive Director. Success requires the Volunteer Manager to be a caring leader who provides compassionate, community services to a diverse population regardless of culture, religion, language, age, gender or sexual orientation.

Overview of Duties and Responsibilities (the below is not an exhaustive list of duties and other tasks may be required of this position to ensure smooth operations of the pantry programs):

Management:

- Recruit, orient, train and supervise volunteers as they assist in the delivery of services
- Oversee volunteer schedule and maintain work force assignments to ensure consistent and adequate support for pantry operations and service to community
- Ensure that all volunteer shifts, including staffing front desk and answering phones, are filled
- Provide mentorship and performance feedback for volunteers
- Provide timely response to volunteer inquiries
- Delegate duties and roles of volunteers in accomplishing pantry operations and in delivery of community services
- Develop volunteer opportunities to bolster the mission of the organization

Administration and Partnerships:

- Oversee, manage, and maintain accurate records of food log, monthly pounds donated and prepare reports

- Maintain accurate records of volunteer time, including volunteer time for in-kind organizations, and prepare reports
- Implement food pantry policies and procedures
- Work to ensure the effective development, delivery and evaluation of programs, services and outreach
- Evaluate trends and client needs and recommends performance measures and improvements
- Positively represent the pantry in all interactions and communications
- Ensure that relationships with clients, donors, volunteers, and the community-at-large are handled in a manner consistent with organizational values, mission, and strategic objectives
- Serve as backup for Executive Director for group tours
- Coordinate food drives with local community partners including churches, schools, communities, and other organizations

Food Safety, Inventory Control and Distribution:

- Lead and coordinate all food programs and oversee daily pantry operations
- Ensure staff and volunteers comply with Nutrition and Food Safety policies
- Assure food distribution processes are followed
- Assist with stocking the warehouse and ensure all food is sorted and stored in a safe and sanitary manner
- Coordinate and collaborate with area distribution organizations to increase food pick-ups using a pantry vehicle
- Consistently implement FIFO (first in, first out) inventory practices to ensure food quality and minimize waste
- Daily facilities management including checking refrigerator and freezer temps and communication with Executive Director to ensure proper function of facility equipment

Facilities:

- Assure that the facilities are maintained to ensure a safe and clean working environment for employees and volunteers and that equipment is adequately maintained and kept current to process inventory
- Oversee opening and closing of pantry
- Assist with building, van and other equipment maintenance
- Safely operate van and pallet jack

Required Education and/or Qualifications:

- Associate degree with management experience or 5-10 years working in management, including experience coordinating volunteers.
- Proficient in computer skills and general use of technology including and not limited to Google Suite, Microsoft Word and Excel; ability to adapt to new software
- Valid state-issued driver's license
- Experience working with a diverse group of clients
- Strong organizational and time management skills with attention to details

- Demonstrates a high degree of personal motivation, and self-management
- Ability to communicate effectively and professionally; and to interact with clients respectfully and empathetically
- Exhibits collaborative skill in working with different groups or individuals such as staff, board members, donors and volunteers
- Able to meet expectations and requirements in maintaining privacy and confidentiality with sensitive information
- Expected to be a team player, and assist others or areas when needed
- Ability to attend evening and weekend events

Additional Qualifications:

- Prefer management experience in non-profit programs and operations
- Beneficial to be familiar with social service environment as well as knowledge of poverty issues and trends
- Helpful to have experience in the food industry
- Access and knowledge of other languages are a plus

Physical Requirements:

- Ability to stand most of the workday
- Work activities require reaching, squatting, kneeling, bending, sitting, carrying, pushing, pulling, gripping, climbing and twisting
- Requires lifting 25 pounds regularly and up to 50 pounds with assistance
- Tolerance of some noisy equipment is used in performing the responsibilities of this position
- Work is done both inside and outside and is subject to seasonal temperatures and weather conditions

Compensation:

- Commensurate with experience
- Benefits including paid vacation, paid holidays and insurance to be determined upon hiring.

The Dubuque Food Pantry provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, national origin, disability, genetic information, age, or any other status protected under federal, state, and/or local law.

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