

2024-2025 AmeriCorps Member Position Description



Partner Organization Name: Greater Baton Rouge Food Bank

Corps Member Position Title: Volunteer Coordinator

Supervisor: Victoria Faulkner

Days/Hours of Service: Mon to Wed 7:30 – 5PM; Thurs: 7:30 – 4:30PM; Fri 7:30 – 12:00 PM (Hours may be flexible for certain weeks where corps member is expected to serve weekends or after-hours)

Physical Location: 10600 S. Choctaw Dr. Baton Rouge Louisiana

Organization Mission and/or Goals:

The mission of the Greater Baton Rouge Food Bank is to feed the hungry in Baton Rouge and surrounding parishes by providing food and educational outreach through faith-based and other community partners.

Program Mission and/ or Goals:

The goal of the Development department where volunteer services is housed is to recruit and engage community members to help the food bank in one of three ways ; donate time, money, or food. The volunteer program is to recruit, retain, and appreciate the approximately 6,000 unique volunteers that attend per year.

Member Position Summary:

The Serve Louisiana Volunteer Coordinator will work to develop new programs to increase overall volunteer engagement and identify gaps in organizational volunteer impact, as well as maintain and improve the day-to-day management of volunteers. Within the day-to-day management, they will play a part in cultivating and managing volunteer relations and opportunities within the organization and will serve as the primary point of contact for individuals seeking volunteer opportunities. This position will report to the Volunteer Relations Manager and will collaborate daily with other internal staff and Volunteer Leaders.

Member Impact:

The Volunteer Coordinator will increase our overall engagement and set the foundation for future volunteer programs that will meet gaps in our organization. This foundation will ensure our volunteer program can continue growing and will further our mission.

Essential Functions of Position:

Volunteer Coordination:

- Serve as the Greater Baton Rouge Food Bank point of contact for individual volunteers
- Support and guide Volunteer Leaders and general volunteers on a daily basis
- Address individual volunteer concerns
- Manage day-to-day aspects of individual volunteer coordination including daily check-in, administering tours, and coordinating daily activities as needed
- Identify volunteer needs by communicating with internal staff and coordinating said opportunities
- Maintain volunteer management software system to ensure all volunteer opportunities are up to date and there are accurate records of all volunteer activities
- Orient, train, and supervise volunteers by providing clear and simple instructions of all levels on going activities, projects, and special events
- Create an execute individual volunteer retention and engagement plan

Programmatic:

- Identify gaps within organizational volunteer management
- Develop programs to increase volunteer engagement in various areas (family nights, college nights, administrative, high schoolers, etc)
- Develop data tracking system to access data on volunteer retention and organizational engagement
- Work with food bank staff and operations to ensure communication is consistent and needs are being met

Skills, knowledge and trainings the corps member should expect to gain from this position

- There will be a 2-week long orientation executed by the supervisor containing a mixture of sitting and discussing roles of various personnel, shadowing, and working in warehouse.
- Beyond the two-week orientation, the supervisor will facilitate training with other departments, attendance of meetings, and first aid training.

Ideal Candidate Qualifications

- Ability to effectively prioritize and manage a wide array of tasks, projects, and responsibilities
- Passion for serving the community through addressing food insecurity
- Willingness to learn and adapt to data management platforms like Salesforce
- Proficiency in utilizing tools such as Microsoft Excel for organizing, analyzing, and presenting data effectively
- Exceptional interpersonal and administrative skills
- Ability to work with a variety of ages, skill sets, and personalities
- Strong leadership and customer relations skills
- Own Vehicle required