

Program Support/Volunteer Coordinator Hunger Task Force of La Crosse, Inc.

Reports to: **Executive Director**

General Description:

The Program Support/Volunteer Coordinator will report to and work closely with the Executive Director and Programs Coordinator and will be responsible for all volunteer, and social media coordination. They will also be the first point of reference for visitors to the building. This position will strengthen existing and create new community partnerships in support of Hunger Task Force's mission.

Principle Duties & Responsibilities: (Other duties may be assigned as appropriate.)

I. Office Functions

- Receive and be the initial contact for visitors, volunteers, and donors for The Hunger Task Force.
- Direct visitors to the appropriate person, provide basic and accurate information in-person and via phone/email.
- Answer, screen and forward incoming calls.
- Offer administrative support across the organization.

II. Volunteer Coordination

- Develop, promote, and maintain a wide range of volunteer opportunities within the organization
- Survey staff regularly to assess needs for volunteer assistance
- Maintain Volunteer Service Descriptions for each volunteer assignment
- Ensure volunteers are staffed to support the various areas of operations, to include warehouse, special events, development, and marketing/communications
- Recommend the most efficient use of volunteers, appropriate volunteer/supervisory mix, and future workforce needs to support volunteer program operations
- Conduct and/or arrange for volunteer orientation and training
- Schedule all volunteer activity, including groups and tours
- Develop and manage volunteer policies, procedures, and standards of volunteer service
- Evaluate all aspects of volunteer programs to ensure effectiveness and to recommend/implement changes as appropriate
- Maintain accurate records and provide timely statistical and activity reports on volunteer participation. Recruit, interview and place applicants for volunteer opportunities.
- Maintain volunteer sign up and reporting software

II. Assist with Fundraising, Public Relations, and Social Media

1. Maintain a cooperative relationship with funding and food drive sources.
2. Communicate through meetings, writing and personal contact the achievements and the needs of the organization to the various publics it serves and upon whose support it depends.
3. Assist in development of informational materials including brochures, posters, and pamphlets.
4. Develop and implement strategies to encourage and increase monetary and in-kind donations of goods and services.
5. Assists in special event and food drive planning and implementation.
6. Updates and maintains Facebook and website accounts in collaboration with Executive Director and Programs Coordinator.

III. Personnel Management:

1. Assists in supervision of volunteers and evaluation of volunteer job performance.
2. Motivates volunteers toward goals of the organization.
3. Administers volunteer policies as established by the Executive Director and Board of Directors.

The previous statements are intended to describe the general nature and level of work being performed. It is not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Qualifications:

1. Possession of an associates degree or equivalent combination of educational and work experience.
2. Able to work effectively and speak publicly with the food industry, advisory committees, community groups, foundations and corporations.
3. Ability to manage and lead people.
4. Willingness and ability to accept learn and apply training to new and/or revised regulations, activities and procedures.
5. Demonstrates both an interest in and commitment to the mission of The Hunger Task Force of La Crosse.
6. Possesses effective interpersonal skills and is able to work in a diverse environment with people of various ages, educational, ethnic and socio-economic backgrounds.
7. Able to work in an unstructured environment with minimal supervision.
8. Excellent written and oral communication skills. Previous grant-writing experience preferred.
9. Valid drivers License.