



## JOB DESCRIPTION

<b>Job Title:</b>	<b>Volunteer Production Specialist</b>
<b>Department:</b>	Development
<b>Classification:</b>	Full-Time, Non-Exempt
<b>Supervisor:</b>	Volunteer Programs Coordinator
<b>Location:</b>	Meridian, Idaho
<b>How to Apply:</b>	<a href="https://idahofoodbank.org/about/employment/">https://idahofoodbank.org/about/employment/</a>

Volunteer engagement is critically important to fulfilling The Idaho Foodbank's mission to provide free food assistance to help hungry Idaho children, families, and seniors. It is through the donated time and efforts of thousands of volunteers assisting in our warehouses and community food drives and events, and through general awareness generated by these activities that the Foodbank is able to cost-effectively receive and redistribute millions of pounds of perishable and non-perishable food every year. Providing fulfilling volunteer experiences strengthens relationships and provides opportunities to share our mission and deepen the connection to The Idaho Foodbank.

### **Job summary:**

The Volunteer Specialist will play a critical role in the daily operations of the Idaho Foodbank. This position involves leading and coordinating volunteer shifts, primarily focused on sorting and repacking food in our warehouse. As a key people-facing role, the Volunteer Specialist will interact with 60-100 volunteers daily, ensuring a positive and efficient experience. This is an ideal role for someone who enjoys a dynamic and hands-on environment.

**Hours:** 11:00am-8:00pm (Tuesday, Wednesday, Thursday) 10:30am-5:30pm (Friday) 8:00am-2:00pm (Saturday)

### **Duties and Responsibilities:** **Volunteer Coordination**

- Lead volunteer shifts of up to 30 people, guiding them in sorting and repacking food items in accordance with The Idaho Foodbank's policies and procedures.
- Operate warehouse equipment such as pallet jacks and assist with lifting and moving pallets as needed.
- Maintain a clean and organized workspace, adhering to food safety and hygiene standards.
- Perform data entry and other computer-based tasks related to volunteer management.
- Communicate effectively with a diverse group of volunteers, providing clear instructions and support.
- Foster a welcoming and inclusive environment where all volunteers feel respected and appreciated.
- Collaborate with other staff members to ensure smooth operations in the warehouse.
- Utilize the Volunteer Hub database.
- Perform inventory and verification of bins and product, as needed. Proper verification includes product weights, descriptions, and item numbers.
- Maintain and monitor Feeding America and AIB standards through the use of cleaning/inspection logs and use of Daily/Weekly/Monthly/Quarterly SOPs.
- Supervise after-hours or off-site volunteer work groups as needed.
- Support events via logistics, volunteer recruitment, and staffing assignments.
- Recruit and train team leads.
- Update and maintain court-mandated community service program.
- Other duties as assigned.

### **Skills and Knowledge**

- Friendly, patient, and naturally upbeat personality with a genuine love for working with people.
- Customer service, communication skills.
- Demonstrated ability to accurately manage multiple projects while meeting deadlines.
- Strong organizational and time-management skills a must.
- Self-starter and willing team player.
- Volunteer management or supervisory experience preferred.
- Comfortable working alongside various personalities, ages, and ethnicities.
- Comfortable speaking in front of large groups of 30-40 people
- Flexibility and patience a plus.

### **Education and Qualifications**

- Bachelor's degree or 3 years related experience a plus.
- Strong public speaking skills and comfort leading groups.
- Ability to work in a fast-paced environment with a high level of physical activity.
- Dependable and punctual with a strong work ethic.
- Excellent hygiene and personal presentation, given the people-facing nature of the role.
- Strong computer skills with knowledge of Microsoft Office applications, especially Word, Excel and Outlook.
- Experience in developing creative volunteer or participant recruiting strategies a plus.
- Experience with customer/donor database management and/or Raiser's Edge a plus.
- Valid Idaho driver's license and access to an automobile with current liability insurance required.

### **Safety and Compliance**

- Commit to upholding policies, principles and best practices for food and volunteer safety.
- Understand the personal responsibility to follow all safety policies and health rules, programs and procedures, and report all safety issues, incidents or accidents immediately.
- Monitors and complies with cleaning schedule.
- Manage repack activities in such a manner as to not create a risk to food safety, whether through product contamination, cross contact, inaccurate labeling or temperature deviations. Ensure all volunteers wear the proper Personal Protective Equipment for the repack activity being conducted and adhere to all GMPs for food safety.
- Safely operates all warehouse equipment including forklift, pallet jacks, and lifting equipment.

### **Employment Requirement**

- Negative Drug Screen
- Successful Background Clearance
- Ability to wear company approved safety shoes while on the job

### **Working Conditions**

Work is performed primarily in a warehouse environment. Involves walking, periodic lifting and carrying of items that may weigh up to 50 pounds. May work outside normal working hours and drive own vehicle for various projects on a daily basis.

### **Disclaimer**

This job description in no way states or implies that these are the only duties to be performed by the employee in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give assignments.

This position description excludes the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements. Reasonable accommodations may be made to enable individuals with disabilities

to perform the essential functions. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

### **Organizational Culture**

At The Idaho Foodbank, we live our core values of **Belonging**, **Commitment**, and **Collaboration**. We're driven by our mission to nourish, educate, and advocate for food-secure communities. We believe every team member plays a vital, daily role in our mission.

### **Equal Opportunity Employer**

The Idaho Foodbank is an Equal Opportunity Employer committed to fostering a welcoming and supportive workplace. We strive to create an environment where all employees and those we serve feel valued, respected, and empowered to reach their full potential. Our hiring and workplace practices are rooted in merit, fairness, and belonging.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, age, national origin, disability, protected veteran status, gender identity, or any other factor protected by applicable federal, state, or local laws.