

## Ozarks Food Harvest Position Description

**Job Title:** Volunteer Coach  
**Classification:** Full Time  
**Department:** Community Resources  
**Reports To:** Director of Community Resources

### SUMMARY:

At Ozarks Food Harvest, we're passionate about making a difference in the lives of others — especially those who are food insecure. We believe everyone deserves enough to eat so that they can lead a full and healthy life. Each member of our team is proud of his or her work because we know collectively we are making a real impact. Our mission has helped us build strong careers and a culture dedicated to working smart and hard.

The Volunteer Team at Ozarks Food Harvest is dedicated to building community awareness and creating a positive volunteer experience to efficiently and safely distribute food with the goal of eliminating hunger. The staff who work with our dedicated volunteers are committed to embodying Ozarks Food Harvest's values and engaging in the worthwhile mission of *Transforming Hunger into Hope*. The staff also works diligently, guiding hundreds of volunteers as they sort and process over 300,000 pounds of food each month.

This position provides an individual the opportunity to coach volunteers in the areas of inspection, handling, storage and sorting food. Join our team at Ozarks Food Harvest to experience engaging and meaningful work while benefitting from competitive hourly pay and full benefits.

We encourage you to view a behind-the-scenes video showcasing our work at [ozarksfoodharvest.org](http://ozarksfoodharvest.org).

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Creates positive volunteer experience through planning and friendly interaction. Builds productive partnerships with individuals and group volunteers to cultivate faithful donors.
- Supervises a diverse group of volunteers and groups.
- Raises community awareness of Ozarks Food Harvest's hunger-relief efforts by understanding and effectively communicating The Food Bank's mission, food distribution programs and the need in southwest Missouri for food assistance.
- Directs volunteers' daily activities involved in inspecting, cleaning, sanitizing, labeling, recording counts of boxes, packing, categorizing, weighing and moving products received from local and national donors.
- Ensures all volunteers adhere to Feeding America and Food Bank procedures as appropriate; monitors adherence to procedures and retrain volunteers with the appropriate actions.
- Directs the movement of product into the salvage room for sorting, using forklift or pallet jack, unloads and moves product into racks following established operational and safety procedures.
- Performs and oversees the sorting and inspection of products using visual inspection to ascertain contamination, infestation, expiration or spoilage; accepts or rejects products based on inspection to ensure Feeding America requirements are met.
- Performs quality control functions and final check of boxes before product leaves the sorting area for mislabeling, breakage, expiration or contamination; ensures paperwork accurately reflects product orders.
- Remains knowledgeable of all Food Bank products. Maintains up-to-date knowledge of salvage management procedures in order to implement ways to improve and maximize efficiency.

- Completes cleaning logs and performs or oversees the cleaning, disinfecting, sweeping and mopping of volunteer workspace in accordance with Food Bank procedures.
- Ensures safety rules are followed.
- Greets volunteers, assists with sign-in process, and provides safety training and emergency information.
- Ensures volunteer break room and bathrooms are clean before and after each session.
- Other duties as assigned.

## **QUALIFICATIONS**

High School degree or equivalent required. Ability to read, write and communicate clearly and effectively is essential; good organizational skills and attention to detail required. Ability to compute basic math problems. Able to handle multiple priorities and effectively work with a diverse group of volunteers and staff. At least one year of warehouse experience desired, preferably in a food bank or food-related industry; ability to operate forklift, pallet and hand dollies also preferable. Strong customer service skills and previous supervisory experience a plus. Knowledge of warehouse operation, safety and regulatory compliance issues desirable. A high level of personal and professional integrity is essential. Section 3 applicants are encouraged to apply.

## **WORK ENVIRONMENT**

- Work is value, goal and deadline oriented; extensive external contact with volunteers and member pantries; periodically work extended hours.
- Warehouse environment; extensive walking, standing, bending, lifting and carrying items weighing up to 50 pounds; operates forklift and pallet jack.

## **APPLY**

To apply, please [email a resume and cover letter](mailto:jthompson@ozarksfoodharvest.org) to Volunteer Engagement Manager, Jo Thompson, at [jthompson@ozarksfoodharvest.org](mailto:jthompson@ozarksfoodharvest.org). No phone calls, please.

Or mail your cover letter and resume to:

Jo Thompson  
c/o Ozarks Food Harvest  
P.O. Box 5746  
Springfield, MO 65801-5746