



## Position Description

<b>Job Title:</b>	Volunteer Coach
<b>Classification:</b>	Full Time
<b>Department:</b>	Community Resources
<b>Reports To:</b>	Director of Community Resources
<b>Starting Pay:</b>	\$16.00 per hour

### 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 efficiently. We are a member of the Feeding America network, which is the nation's largest domestic hunger-relief organization.

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*. Our staff also works diligently, guiding hundreds of volunteers as they sort and process thousands of 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](https://www.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 and retain faithful donors.
- Raises community awareness of Ozarks Food Harvest's hunger-relief efforts by understanding and effectively communicating our mission, the food distribution programs and the need in southwest Missouri for food assistance.
- Ensures all volunteers adhere to Feeding America and Food Bank procedures as appropriate; monitors adherence to procedures and retrain volunteers with the appropriate actions.
- Remains knowledgeable of all Food Bank products and procedures. Maintains up-to-date knowledge of salvage management processes in order to implement ways to improve and maximize efficiency.
- Ensures safety rules are understood and followed by all staff and volunteers. Stays up to date on the Food Security, Food Safety and Personal Safety Training handbook.
- Greets volunteers, assists with sign-in process, and provides safety training and emergency information for each shift.

- Create a positive and welcoming atmosphere while supervising and directing a diverse group of volunteers and groups. Must be able to effectively and articulately communicate with large groups of people.
- 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.
- Directs the movement of product for sorting using forklift or pallet jack; loading, unloading and moving product using established operational and safety procedures.
- Performs and oversees the sorting 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 as directed and final check of boxes for mislabeling, breakage, expiration or contamination; ensures paperwork accurately reflects product orders.
- Completes maintenance logs and performs or oversees the detailed cleaning and disinfecting of volunteer workspaces in accordance with Food Bank procedures.
- Accurately complete all project paperwork daily.
- Attend and pass required trainings and certifications as directed by Director of Community Resources.
- Work alongside Operations to track and perform inventory controls.
- Ensures volunteer break room and bathrooms are clean and stocked before and after each session.

## **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.

## **WORK ENVIRONMENT**

- Work is value, goal and deadline oriented; extensive external contact with volunteers and member pantries; periodically work extended hours.
- Ability to work in a fast-paced environment and adapt to last-minute changes. Requires some evenings and Saturdays
- Warehouse environment; extensive walking, standing, bending, lifting and carrying items weighing up to 50 pounds; operates forklift, pallet jack, scale jack, dollies, etc. (Testing required for some equipment.)

## **APPLY**

To apply, please [email a resume and cover letter](mailto:smiller@ozarksfoodharvest.org) to Director of Community Resources, Stephanie Miller, at [smiller@ozarksfoodharvest.org](mailto:smiller@ozarksfoodharvest.org). No phone calls, please. We send all approved applicants through Penmac for a minimum of three months.

Or mail your cover letter and resume to:

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