

## Community Outreach Coordinator Job Description

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<b>Reports To:</b>	Community Outreach Supervisor
<b>Supervisory Responsibilities?</b>	No
<b>FLSA Classification</b>	Non-Exempt
<b>Work Status</b>	Full Time
<b>Effective Date</b>	November 2017
<b>Revision Date(s)</b>	October 2023

### **POSITION SUMMARY**

The Community Outreach Coordinator assists with the growth and support of the Community Outreach Team throughout Second Harvest Food Bank. In addition, this position coordinates outreach efforts to build awareness of volunteer opportunities within our facility. This position will require working from 5:30 a.m. to 11:30 a.m. Monday-Friday.

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Second Harvest Food Bank (SHFB) believes that each employee makes a significant contribution to the success of the company; that contribution should not be limited by the work identified, assigned tasks, and overall responsibilities. Each employee is expected to offer his/her talents, expertise, and services whenever necessary to ensure the achievement of company goals.

### **Principal Accountabilities**

- Work closely with Community Outreach Supervisor to create and maintain a robust volunteer management program.
- Assist with volunteer data scheduling and reporting in VolunteerHub application.
- Participate in providing volunteer orientation, tours, and announcements.
- Responsible for administrative tasks such as answering volunteer requests via email or phone, filing documents, data entry and other duties where needed.

### **Volunteer Education**

- Assists with building awareness and engaging volunteer opportunities within our facility and with community partners.
- Responsible for meeting and greeting, and providing Second Harvest Food Bank volunteer orientation that includes volunteer safety measures and expectations.
- Provide volunteer articles, schedule and special event updates for the monthly newsletter.
- Creating and updating the volunteer information boards where needed.

### **Data Reporting**

- Maintain tracking and reporting on volunteer activity which includes cancellation tracking.
- Responsible for administrative and communication processes for volunteer scheduling, registration, and supporting our Second Harvest Departments such as Operations, Impact, Marketing & Development, and Human Resources volunteer schedule where duties are needed.
- Maintain filing system of waivers and other volunteer forms.
- Assists with completed service hour letters where needed.

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### Qualifications

**Education:** Bachelor's degree (or equivalent practical knowledge). 1-2 years experience with direct contact with the public involving volunteer coordination, public relations, marketing, and/or customer service.

**Experience:** 1-2 years in volunteer management

### **Skills and Capabilities:**

- Ability to manage and complete multiple tasks, simultaneously and efficiently, prioritize, and meet deadlines. Must be highly organized with close attention to detail.
- Experience using volunteer management software or similar applications such as VolunteerHub and Luminare Online. Intermediate to advanced skills using Microsoft Office Suite.
- Strong written and verbal communication

**Allowable Substitutions:** A combination of education, experience, and/or training that provides the required knowledge and skills for the position may be considered in lieu of education and/or experience at the company's discretion.

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The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The primary office setting (located in the administrative area of the food bank) has high lighting levels, is temperature controlled, and has limited potential for hazards. This position requires working in an office setting 70% of the time, being in the field 20% of the time to promote SHFB outreach activities, driving 10% of the time, and. A vehicle is necessary as is current auto insurance. Some travel is required. Warehouse duties for repack or salvage may be required as well as the need to respond to issues outside of normal working hours (e.g., special events, disaster response, etc.). Pushing, pulling, lifting, and/or carrying objects up to 30 pounds may be required. With forklift traffic in the facility and product stacked and stored throughout, this position requires someone who is mobile and who can watch for traffic and normal hazards of a warehouse environment.

By signing below, I acknowledge that I have read and understand this job description.

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date