



Job Title:	Volunteer Project Associate	Date:	June 24, 2016
Business Card Title:	Volunteer Project Coordinator	Written By:	
Position:	Full-Time	Reviewed By:	J Owens
Reports To:	Volunteer Center Supervisor	Date Reviewed:	11/21/2018
Org Level 1:	Volunteer Center		
Org Level 2:	Volunteer Management		
Org Level 3:	Resources Development		

Mission: *MANNA's mission is to involve, educate, and unite people in the work of ending hunger in Western North Carolina*

Vision: *A hunger-free Western North Carolina.*

Position Summary: Under the supervision of the Volunteer Center Supervisor, this position leads volunteers in the work of the Volunteer Center. The Volunteer Center Associate will train and oversee individuals and groups in the inspection, sorting, repacking and boxing of products to be distributed to our partner agencies in Western North Carolina. This position is responsible for safe product movement within the warehouse and other outside special projects and events. This position is responsible for adhering to AIB standards as well as standards set by Feeding America and MANNA FoodBank.

This is a very hands-on, physical position working alongside our volunteers in a warehouse setting. Regular use of warehouse equipment such as forklifts and pallet jacks are essential functions of this position.

Essential Duties and Responsibilities:

1. Orient, train and monitor new and recurring volunteers on projects that happen in the Volunteer Center.
2. Must be able to present basic hunger education talks as well as MANNA statistics to groups and individuals and the ability to answer questions and engage in further dialogue relating to food insecurity and hunger.
3. Responsible for inspecting and processing salvage food and other items using Feeding America specified guidelines. Maintains required documentation and logs of Quality Control Inspections.
4. Responsible for maintaining the Volunteer Center and other assigned areas according to AIB, Feeding America and MANNA FoodBank guidelines.
5. Refreshes and stays abreast of new policies and guidelines to refresh training for our recurring volunteers to keep them up-to-date and engaged.
6. Monitors and keeps accurate records of code dates for use in product rescue.
7. Connects volunteers who possess high level skills with the Volunteer Manager in order to utilize those volunteers to their full potential.
8. Ensure that all recurring volunteers are checking in using our Volunteer software for recording and tracking volunteer hours.

Every MANNA FoodBank employee must subscribe to the "Statement of Philosophy" and the "Mission Statement" of MANNA FoodBank. Employees must also adhere to MANNA's "Drug and Alcohol Policy". These documents are on file in the Office of Finance and Human Resources.

Every MANNA FoodBank employee must subscribe to a Criminal background check and pre-employment drug testing. Valid Driver's License and clean driving record required.



9. Effectively coordinates logistics within the warehouse which includes loading and unloading of trucks, and the organization and cleanliness of warehouse for maximum output by volunteers.
10. Effectively communicates with the Warehouse Manager regarding product flow between warehouses.
11. Effectively communicates with the Volunteer Supervisor regarding projects and product.
12. Promotes positive volunteer-staff relations. Educates volunteers on the importance of the work of MANNA Food Bank.
13. Assists all departments with special events that occur in the Volunteer Center and MANNA.
14. Works closely with the Distribution Supervisor in regards to volunteer support surrounding produce, refrigerated product, bread, bakery and any other products distributed by the Food Bank.
15. Monitors and assists in maintaining the supply of Emergence Assistance food boxes as needed.
16. Keeps accurate records of incoming product for entry into the inventory system.
17. Prepares trash totals for monthly inventory.
18. Maintains a safe and clean environment for volunteers and staff.
19. Utilizes and maintains a cleaning log for the Volunteer Center.
20. Other duties as needed.

Qualifications:

- High school diploma or GED.
- Valid Driver's License and clean driving record for insurability
- Proficient in Microsoft Office and general computer programs; database experience helpful
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals
- Ability to effectively write routine reports and correspondence
- Excellent communication skills with the ability to interact with diverse populations of volunteers, staff, donors and agency representatives in a courteous and professional manner; ability to present to groups of various size and demographics in an engaging manner
- Prior experience or proven ability to direct others in achieving the goals of day-to-day operations
- Must be able command the attention of groups, including children, in order to maintain a safe and productive work environment in the MANNA Warehouses and Volunteer Center
- Must be able to perform the physical expectations of the position including but not limited to; safely lift and transport product as necessary (frequently 50+lbs), operate appropriate load-handling equipment (forklift, reach trucks, and pallet jacks). Operate a manual pallet jack with loads in excess of 1,200lbs including pushing and pulling throughout the warehouse

Additional Skills:

- Outstanding customer service abilities and a positive attitude
- Comfortable in speaking in front of large groups and enjoys working with people
- A desire to educate and inspire others in the mission of MANNA FoodBank
- Strong analytical and problem solving skills

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- Prior experience working in a warehouse or with warehouse equipment is preferred
- Knowledge of food bank operations is a plus

Working Conditions: This position works in a warehouse setting that can be at times, hot or cold depending on the season. The position requires the operation of appropriate load handling equipment (forklift, reach truck, and pallet jacks). This is a fast paced hands-on physical work environment. The noise level in the work environment is moderate to moderately loud within the Warehouse.

Physical Demands: The physical demands required here are representative of those that must be met by the employee to successfully perform the essential functions of the job.

The physical demands of this position are for medium heavy work. This includes lifting/carrying in excess of 50lbs frequently and lifting up to 70lbs occasionally. Additionally, this position requires the operation of a manual pallet jacks with the ability to manage loads in excess of 2000lbs. This includes pushing and pulling of product throughout the warehouse. While performing job duties the employee is regularly required to use hands to finger, handle or feel; reach with hands and arms; and talk or hear. The employee is frequently required to stand; walk; and stoop, kneel, crouch, or crawl. The employee is occasionally required to sit and climb or balance. Specific vision abilities required the visual acuity to operate motor vehicles and heavy equipment, close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. This position is required to operate forklifts, manual and motorized pallet jacks, and occasionally reach trucks.

Travel: Minimal, but routine travel may be required within the service area.

Employee must provide proof of current, valid North Carolina driver's license with clean MVR and auto insurance.

Schedule: Tuesday 12pm-8pm, Wednesday-Saturday 8am-4pm; flexibility to work other days or hours as needed

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Acknowledgements for: Volunteer Project Associate at Manna FoodBank

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions.

This description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervising manager/director.

This document does not create an employment contract, implied or otherwise, other than "at will" employment relationship.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____

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