



Volunteer Operations Coordinator

Full Time/Hourly

- Do you enjoy helping and directing people?
- Are you organized and detail-oriented?
- Do you want to improve the well-being of local people in need?

General Job Description

Westside Food Bank, a non-profit social service organization, is seeking a full-time Volunteer Operations Coordinator. For the last 45 years, WSFB has worked to distribute more than 5 million pounds of food yearly to over 55 social service agencies and is expanding services with the increase in local need. The Volunteer Operations Coordinator is part of the operations team. This position requires work to be performed onsite at Westside Food Bank's office and field sites and is not a remote or hybrid position.

The Volunteer Operations Coordinator reports to the Community Engagement Manager and works cooperatively with both warehouse and office staff. You will work to ensure volunteer groups have a productive, meaningful, and engaging experience. Westside Food Bank works with a diverse community, so you will coordinate volunteer opportunities for corporate partners, schools, colleges, faith-based organizations, service clubs, and community groups.

Roles and Responsibilities

- Recruit, train, and steward volunteers for daily warehouse operations, mobile food pantries, food drives, community events, and special projects.
- Prepare and organize volunteer workstations, supplies, and project materials.
- Ensure cleanup and tidying of volunteer areas during and after volunteer activities.
- Coordinate food sorting, repacking, labeling, and quality control activities.
- Monitor productivity and completion of volunteer-supported projects.
- Ensure volunteers follow organizational safety procedures and guidelines.
- Collaborate with Operations Team to develop volunteer projects based on operational priorities and group size.
- Assist with the smooth operation of WSFB's mobile pantry programs by supervising pantry preparation, setup, distribution flow, and cleanup
- Serve as the primary point of contact for group volunteer experiences.
- Manage volunteer groups: communications, scheduling, engagement, reporting
- Lead volunteer event details and logistics like group check-in, volunteer assignments, and day-of activities
- Maintain volunteer management software and databases, and records

- Assist with volunteer appreciation and recognition efforts and retention initiatives.
- Assist Community Engagement Manager with training, coordinating, and supervising volunteer activities both onsite and in the field
- Gather feedback from volunteer groups to improve future experiences
- Staff resource fairs/events to promote the food bank.
- Provide general administrative support to Community Engagement Manager and volunteer programs.
- Other volunteer related tasks as assigned by supervisor

Qualifications

- Excellent interpersonal and communication skills, both written and verbal
- Valid driver license and clean driving record required; access to insured vehicle preferred
- Organized self-starter – ability to prioritize work based on deadlines and manage multiple projects at once without constant supervision
- Ability to lift up to 50 lbs
- Ability to learn how to operate pallet jacks and forklift
- Ability to handle confidential and sensitive information with discretion
- Ability to write clearly and concisely
- Ability to train others and give clear explanations as needed
- Excellent attention to detail
- Computer skills and ability to learn new programs
- Proficiency with Windows Operating System, Microsoft Office, Slack, Adobe Acrobat, Zoom, Google Suite etc.
- Familiarity with Confluence wiki and Jira project management system a plus
- Must be able to obtain and maintain Food Handler's Certification
- At least 3 years of customer service experience required

Compensation & Benefits

- This is a full-time, non-exempt position at 40 hours per week, with salary of \$30-32 /hr.
- Position is onsite at Westside Food Bank's office with a work schedule of Monday through Friday, 8 hours per day between 7am to 6pm based on mobile pantry and volunteer schedule (The times for each weekday will be fairly consistent). Candidates must be available to work onsite and in the field to support program activities throughout LA County.
- Evenings and weekends (up to 4 or 5 times a month) may be required
- Mileage will be reimbursed for travel

Generous benefits package:

- Medical (Kaiser HMO): Premiums fully covered by WSFB for the employee. Dependent coverage is available, employee pays 2% of their wages for coverage and WSFB pays the rest.
- Dental (Delta Dental PPO): Premiums fully covered by WSFB for the employee. Dependent coverage is available at 25% of the premium cost.
- 4% Safe Harbor 401k Match with immediate vesting
- Paid time off: 12 sick days per year, 10 holidays plus winter holiday closure, 10 vacation days in the first year of employment (increases per year, up to a maximum of 25 days at the seventh year of employment)
- Pre-tax Flexible Spending Account (FSA) available, with employer contribution to medical
- Life, AD&D and Long-Term Disability Insurance, paid for by WSFB
- Professional development opportunities, paid for by WSFB

How to Apply

Send resume and **brief** cover letter to jobs+voc@wsfb.org. Resumes without a cover letter will not be considered.

Applications will be reviewed immediately, and prospective candidates will be contacted directly; please, no calls.

Westside Food Bank is an equal opportunity employer committed to fostering an inclusive environment. We welcome candidates of all backgrounds and will not discriminate against any individual based on race, color, sex, pregnancy, national origin, age, religion, marital status, sexual orientation, gender identity, gender expression, military or veteran status, disability, or any factors prohibited by applicable law.