



UTAH FOOD BANK

JOB DESCRIPTION

POSITION TITLE: Volunteer Project Coordinator/Operations Associate
SUPERVISED BY: SDC Branch Manager

DUTIES:

Volunteer Project Coordinator

- Welcome and greet volunteers/donor/clients
- Schedule and confirm volunteer groups/individuals/CS workers
- Conduct volunteer and CS orientations
- Instruct volunteers regarding warehouse and food safety/allergens/processes/etc...
- Assign and oversee work projects for all volunteers and volunteer groups
- Conduct facility tours and represent UFB to groups, individuals and the public at large
- Help volunteers with questions/direction; ensure optimal volunteer experience
- Coordinate volunteer projects with Director and OPS Specialist for volunteer groups, individuals, court-ordered community service, etc.
- Ensure groups behave safely and appropriately in the volunteer work areas
- Ensure project completion in timely manner; maintain inventory controls; reconcile product nightly
- Weigh and put away all sorted food from sorting area
- Ensure volunteer area is clean, swept, supplies stocked and ready, pallets and warehouse in order; all health and safety regulations are met in accordance with AIB/FA standards
- Collect data from volunteers and enter into volunteer database
- Complete assigned volunteer projects paperwork; report daily on completion of projects, generate thank you's, etc
- Assist with answering of phones
- Responsible for required D.O.T. and UFB driver paperwork when driving for programs
- Operate UFB vehicles safely and professionally, obeying traffic laws and properly representing UFB
- Refer any serious issues or problems with volunteers or groups to Director
- Follow warehouse operations guidelines
- Welcome agencies/clients/donors at loading docks; assist in loading/unloading orders/donations/paperwork
- Assist with event coordination as needed
- Close and secure the building at night as needed

OPS ASSOCIATE:

- Follow correct process to build agency orders; shrink wrap, tag and stage correctly
- Collect shipping paperwork and load orders; verify all pallets are loaded in route order
- Assist unload, receive, organize and put away product/donations as they come in
- Complete and process accurate paperwork for inventory
- Assist to maintain accurate inventory records and logs, including correct pallet tags and placement of product
- Keep warehouse clean and organized, ensuring space for incoming donations
- Organize, consolidate and dispose of bad product with appropriate paperwork
- Assist with physical inventory process as needed
- Answer phones
- Assist with data verification/entry as directed



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- Interact professionally with everyone encountered in the work day – donors, agencies, fellow staff and public
- Responsible to check for and report vehicle/equipment issues promptly to Branch Manager
- Other duties as assigned

QUALIFICATIONS:

- Excellent communication, organization, and speaking skills
- Lead experience in working with groups
- Computer experience with Windows, word processing, spreadsheet and database programs
- Exhibit strong ability in planning and management of projects
- Excellent interpersonal, problem solving and teamwork skills
- Good basic math skills
- High degree of accuracy with physical product and paperwork
- Warehouse skills/experience required
- Forklift certified or ability to become forklift certified within 10 days of hire (in-house training and certification)
- Knowledge of or ability to learn Health, Safety and OSHA requirements
- Current Utah Driver's License, good driving record (MVR required), DOT medical card
- Able to interact successfully with persons from many backgrounds, cultures and education levels
- Able and willing to work evenings and Saturdays
- High energy level and high professional and ethical standards
- Pre-employment drug testing is required

PHYSICAL REQUIREMENTS: Work involves moderate risks or discomforts requiring special safety precautions, e.g., working around moving parts, carts, or machines and operating a forklift and powered and manual pallet jacks. Employees may be required to use personal protective equipment such as masks, goggles, and gloves when working with food.

When driving, work requires considerable strenuous exertion- lifting items up to 50 lbs. regularly, crouching or crawling in restricted areas, pushing and/or pulling heavy loads, operation of a vehicle on public highways.