



Volunteer Coordinator

Reports to: Reports to Volunteer Manager

Supervisory Responsibility: None

Position Classification: Part Time, Non-Exempt, Hourly

Position Description: The Volunteer Coordinator is responsible for the route coverage of all daily deliveries, special deliveries or events for the Meals On Wheels of Tampa mission.

Position Skills & Qualifications:

- Bilingual (English and Spanish)
- Excellent verbal and written communication skills
- Computer proficiency
- Team oriented
- Mission driven

Duties and Responsibilities:

- Direct responsibility for procuring volunteer route coverage for weekly routes, utilize and schedule staff drivers as needed
- Ensure volunteers are staffed to support the various areas of operations, to include Homebound Meal delivery, Produce On Wheels and other special events
- Work with site checkers, staff drivers and volunteers to ensure all routes are picked up for delivery
- Communicate not home (meal giveaways) and new procedural changes and/or delivery expectations to volunteers and others as necessary
- Maintain Volunteer Book
- Responsible for recognizing birthdays, life events and/or retirement of volunteers
- Work with Volunteer Manager to set up and conduct volunteer orientations, group days of service, transition of AAR partners, and other volunteer events or projects
- Process new and potential volunteer applications, background checks, ride a longs and new volunteer related communication
- Field recipient phone calls regarding daily meal delivery, change in service type or dates, billing issues and any other questions, comments or concerns.
- Fields volunteer phone calls regarding daily meal delivery, not homes, volunteer hub access, scheduling and service hours.
- Relay recipient and volunteer concerns to the appropriate senior staff
- Work with recipient coordinator to facilitate extra deliveries (i.e. cards, Girl Scout cookies, etc.)
- Participate in monthly POW! event; minimum 4 per year
- Work with Volunteer Manager to help plan volunteer appreciation days and annual luncheon
- Be cross-trained in other duties involving routing and meal delivery
- Be cross-trained in clerical responsibilities including answering phones.
- Be a positive team member for MOW and actively participate in all MOW functions
- Other duties as assigned