



Volunteer Specialist

Reports to: Program Manager

Supervisory Responsibility: None

Position Classification: Non-Exempt, Hourly

Position Description: The Volunteer Specialist is responsible for ensuring daily meal routes are covered by volunteer drivers by making outbound phone calls to the active Meals On Wheels of Tampa volunteer database. This position interacts with volunteers, recipients, and staff on the phone (the majority of the time) and in person.

Position Skills & Qualifications:

- 1-3 years of experience in volunteer scheduling or similar experience
- Personable, strong phone and in-person communication skills
- Ability to engage diverse groups
- Self-starter with the ability to prioritize.
- Proficient in Microsoft Office Suite and Outlook.
- Mission-driven, team-oriented, and results-focused.
- Bilingual helpful (English and Spanish)
- Preferred: Associate's (AA) or Bachelor's degree

Duties and Responsibilities:

- Direct responsibility for procuring volunteer route coverage for daily routes via telephone and/or email, utilizing and scheduling staff drivers as needed.
- Ensure volunteers are staffed to support the various areas of operations, including 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 non-home (meal giveaways) and any procedural changes and/or delivery expectations to volunteers, site checkers, and others as necessary.
- Responsible for recognizing birthdays, life events, and/or retirement of volunteers.
- Work with the Program Manager to conduct volunteer orientations, group days of service, and other volunteer events or projects, following established best practices.
- Field volunteer phone calls regarding daily meal delivery, not homes, volunteer hub access, scheduling, and service hours.
- Field recipient phone calls regarding daily meal delivery, changes in service type or dates, billing issues, and any other questions, comments, or concerns.
- Relay recipient and volunteer concerns to the Program Manager and/or Program Director.
- Participate in monthly Produce On Wheels (POW!) and other Saturday events; minimum 6 per year.
- Crosstrain in other duties involving routing and meal delivery.
- Crosstrain in clerical responsibilities including answering phones and taking payments.
- Be a positive team member for MOW and actively participate in all MOW functions.
- Other duties as assigned.