



Volunteer Specialist

Reports to: Program Manager

Supervisory Responsibility: None

Position Classification: Non-Exempt, Hourly

Position Description: The Volunteer Specialist provides organization-wide customer service and serves as a primary point of contact for volunteers and meal recipients. This role ensures a positive experience through professional phone communication (primarily), timely assistance, and effective coordination of services and volunteer activities. This position is directly responsible for ensuring daily meal delivery routes are fully staffed by volunteer drivers through proactive outreach to volunteers within the Meals On Wheels of Tampa volunteer database.

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)
- High school diploma or equivalent required; associate degree preferred.

Duties and Responsibilities:

Key Volunteer Responsibilities

- Contact volunteers by phone and email to recruit and schedule drivers for daily meal delivery routes.
- Coordinate volunteer assignments to ensure adequate coverage of all meal routes and schedule staff drivers as needed.
- 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.
- Work with the Program Manager or Volunteer Coordinator to conduct volunteer orientations, group days of service, and other volunteer events or projects, following established best practices.
- Create delivery paperwork for kitchen, working directly with Recipient Specialist
- Field volunteer phone calls regarding daily meal delivery, not homes, volunteer hub access, scheduling, and service hours.
- Relay recipient and volunteer concerns to the Program Manager and/or Program Director.
- Responsible for recognizing birthdays, life events, and/or retirement of volunteers.
- Participate in monthly Produce On Wheels (POW!) and other Saturday events; minimum 6 per year.

General Office Responsibilities:

- Support staff with administrative and operational tasks.
- Crosstrain in clerical responsibilities including answering phones and taking payments.
- Field recipient phone calls regarding daily meal delivery, changes in service type or dates, billing issues, and any other questions, comments, or concerns.
- Greet visitors promptly and professionally.
- Handle confidential information with discretion.
- Be a positive team member for MOW and actively participate in all MOW functions.
- Other duties as assigned.