



## General Description

**Greater Lansing Food Bank (GLFB)** is seeking a full-time employee to step into the role of **volunteer program manager**. Working on the operations team, the volunteer program manager is responsible for all activities associated with volunteer including recruitment, training, recognition, and supervision. Additionally, the manager will oversee all volunteer program staff. While representing GLFB in the community, this person will have to display tact and diplomacy to our donors, agencies, and volunteers. The person will also possess good judgment and problem-solving skills, with the ability to identify, analyze, and resolve problems in a timely manner as well as an aptitude to learn new duties and adjust to new situations within a reasonable amount of time. A passion for our mission of feeding people who are in need is important for a fulfilling work life.

This position is located in Bath, MI and is a full time, salary position. Evening and Saturday hours are required on occasion for special groups or and events.

## Position Details

**Title:** Volunteer Program Manager

**Date:** September 2022

**Exempt Status:** Exempt

**Reports to:** Director of Supply Chain and Logistics

## ESSENTIAL FUNCTIONS

### General Duties

- Supports the programs of GLFB by identifying appropriate quantity and quality of volunteers to meet the needs of each program consistent with request of program leadership
- Is first contact for all interested volunteers, groups and individuals – responsible for scheduling and filling shifts for regular distribution center and mobile food distributions, as well as seasonal program and event needs
- Develops and maintains volunteer program policies and processes, including maintenance of volunteer manual, understanding, and upholding of compliance policies, carrying out screening policies, performing regular training, and providing recognition opportunities
- Recruits community and agency volunteers to fit all salvage and program needs and maintains a steady supply of volunteers
- Seeks new area business opportunities/relationships and maintains current ones
- Creates and maintains all volunteer opportunity postings on GLFB website
- Works with the marketing and communications manager on promotional needs for volunteers or days of service
- Works with the warehouse floor supervisor for crossover needs of warehouse staff in the salvage area
- Willing to be trained to operate forklift, pallet jack and other related equipment to assist volunteers with projects as needed
- Works with the inventory manager to understand the importance of accurate inventory and tagging needs of warehousing, upholding staff and volunteers to these standards
- Obtains knowledge of total warehouse policies for tagging, recall procedures, product weighing, etc.
- Other duties assigned as needed

### Supervision

- Oversees volunteer program staff through recruitment, hiring, training, ongoing communications, and disciplinary actions
- Manages timekeeping needs for volunteer staff and work with human resources department for all timekeeping needs
- Maintains confidentiality of all volunteer records for safekeeping
- Maintains an appropriately safe and clean salvage area with the expertise of food safety handling; delegates staff to fix problem areas and corrects any hazards or unsafe handling practices presented by volunteers

## QUALIFICATIONS

- Positive and enthusiastic team member able to work collaboratively with food bank staff, volunteers, and community partners
- Passion for providing services to diverse groups and commitment to advancing equitable and inclusive access to food
- Basic computer skills/ability to learn new software programs. Experience with data collection, Excel Spreadsheets preferred.
- Strong verbal, written communication, and organizational skills required
- Must be able to pass criminal background check and drug and alcohol screening, subject to random drug screening

## Compensation and Benefits:

GLFB offers a competitive compensation package, including medical/dental/vision insurance, 401k, vacation leave, sick leave, and paid holidays.

## To apply

Please send cover letter, resume and salary requirements to Rebecca Kline, HR Manager at [rebecca@glfoodbank.org](mailto:rebecca@glfoodbank.org). For additional information, please visit [www.glfoodbank.org](http://www.glfoodbank.org). Position remains open until filled. EOE. No phone calls please.

## About Greater Lansing Food Bank

Founded in 1981, **Greater Lansing Food Bank (GLFB)** is a highly visible non-profit organization that provides food assistance to individuals and families in need in Ingham, Eaton, Clinton, Shiawassee, Clare, Isabella and Gratiot counties. Food is distributed through an extensive network of food pantries, shelters, community kitchens and mobile distributions throughout the seven-county service area. GLFB annually serves hundreds of thousands of people.

GLFB is committed to fostering, cultivating and preserving a culture of equity, diversity and inclusion. We embrace and encourage our employees' differences in age, color, disability, ethnicity, family status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status and other characteristics that make our employees unique.