

# ROGUE VALLEY COUNCIL OF GOVERNMENTS

Job Description



Job Title:	<b>Volunteer Coordinator / Office Specialist III</b>		
Department:	<b>Senior Nutrition – Food &amp; Friends</b>		
Location:	<b>Medford, OR (APD State Street Office)</b>		
Reports to:	<b>Nutrition Program Director</b>	Travel Required:	<b>Local</b>
Last updated:	<b>10/20/2022</b>	Classification:	<b>8</b>

Direct Reports:	Type of position:	Hours: <b>40 hours / week</b>
<b>None</b>	<b>Full-time</b> Part-time	Exempt
	On-Call      Limited Duration	<b>Non-exempt</b>
	Intern	

## GENERAL DESCRIPTION

Coordinates volunteer activities for Food & Friends including recruitment, retention, training, and scheduling of volunteers. Develops marketing materials for media communications and web content. Maintains and manages accurate volunteer information records. Performs a wide variety of advanced level administrative tasks including phone support, word processing, spreadsheet maintenance, document organization and filing, meeting organization, transcription and distribution of meeting minutes, customer service, preparing correspondence, proofreading, and editing, and other general office support.

## ESSENTIAL JOB FUNCTIONS

1. Recruits and retains program volunteers, screens volunteer applications, and conducts orientation and training. Ensures an adequate number of volunteer home delivered meal drivers for the Meals on Wheels program. Assists Meal Site Coordinators in recruitment of meal site volunteers.
2. Responsible for processing criminal history background checks for volunteers.
3. Schedules home delivered meal volunteer drivers for routes/distribution centers without Meal Site Coordinators.
4. In partnership with Nutrition Program Director, develops strategies for volunteer recruitment and retention, including volunteer appreciation activities and events.
5. Makes presentations to service and community organizations for volunteer recruitment purposes.
6. At the discretion of and as directed by the Nutrition Program Director, appears or speaks in media and radio presentations.
7. Responds to client inquiries regarding program services or changes to service and updates client Meal Service records.
8. Follows up promptly and appropriately when clients do not answer the door and/or when volunteers report concerns, which in some cases may include the occasional home visit to check on clients that cannot be reached.
9. Conducts first level mediation between volunteers, staff and/or clients and reports any concerns or further required action to the Nutrition Program Director.
10. Develops and maintains volunteer training, recruitment, and marketing materials including print, social media and website content, and the Volunteer Handbook. Also provides assistance with Food & Friends events and fundraising projects.
11. Performs a wide variety of advanced clerical and administrative tasks including phone support, word processing, database maintenance, document organization and filing, meeting organization, transcription and distribution of minutes, customer service, general business correspondence, web site maintenance, proofreading and editing, and other general office support.
12. Processes program donations and generates thank you letters for donors.
13. Acts as backup for other program staff, including but not limited to Meal Site Coordinators and Home Delivered Meal volunteers, including driving routes or staffing meal sites when needed.

## AUXILIARY JOB FUNCTIONS

1. Other duties as assigned.

## SUPERVISORY RESPONSIBILITIES

None

## **SUPERVISION RECEIVED**

Supervised by the Nutrition Program Director.

## **RELATIONSHIP TO OTHERS**

Maintains a close working relationship with meal site staff, volunteers, RVCOG staff, and kitchen staff, and a cooperative relationship with the general public, community groups, civic organizations, and public institutions. Makes contact with home delivery participants in order to ensure quality services and to obtain required information.

## **ACCOMMODATIONS**

The information contained in this job description is in compliance with the Americans with Disabilities Act (ADA). To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The qualification requirements, physical demands, and work environment described in this job description are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions of the job and must not prohibit the employment of a person with disabilities.

## **QUALIFICATION REQUIREMENTS**

### **EDUCATION, TRAINING, AND EXPERIENCE**

1. **Education:** Completion of high school or equivalent plus additional specialized training in office equipment including computers, word processing, spreadsheets, and database software.
2. **Experience:** A minimum of 3 years of administrative and/or clerical experience; experience in volunteer coordination or as a volunteer preferred; experience in creating media, including online content for social media and websites.
3. **Substitution:** Any satisfactory equivalent combination of education, training and experience which demonstrates the knowledge, skills and abilities to perform the duties of the job.

### **SPECIAL REQUIREMENTS**

1. **License:** Possession of, or the ability to obtain and retain, an Oregon driver license by the time of appointment, or otherwise have immediate point-to-point transportation available.
2. **Vehicle:** Possession of, or permanent access to, a personal vehicle.
3. **Other:** Pass Criminal History Background Check; demonstrate knowledge and proficiency in the use of computer software; obtain and retain an Oregon Food Handler card and State QED Certification to process Criminal History Background Checks within one month of hire.

### **KNOWLEDGE, SKILLS AND ABILITIES**

#### Knowledge of:

1. Use of general office equipment including phones, copiers, and computers;
2. Confidentiality rules regarding client and provider records and the ability to adhere to these rules;
3. Marketing principles and effective volunteer recruitment strategies; and
4. Business English, spelling, grammar, punctuation, and mathematics.

#### Related skills:

1. Advanced skills in word processing, spreadsheet, database maintenance, desktop publishing, presentation software, and data entry;
2. Advanced skills in preparing general business correspondence and documents;
3. Exceptional listening skills; and
4. Excellent interpersonal skills with a commitment to delivering high quality customer service in a courteous and professional manner.

#### Ability to:

1. Schedule, plan, coordinate, and direct the activities of volunteers;
2. Cope with stressful deadlines and constant interruptions and distractions;

3. Be courteous and tactful with the senior population and the general public;
4. Apply problem-solving techniques and properly respond to difficult questions or criticism;
5. Type accurately at 60 wpm and operate a calculator with speed and accuracy;
6. Perform complex clerical tasks with extreme attention to detail;
7. Prepare and maintain accurate records and reports in a timely manner;
8. Communicate effectively both orally and in writing and make effective presentations to both small and large groups;
9. Take and transcribe accurate meeting minutes; and
10. Work as an effective team member and establish and maintain harmonious and cooperative working relationships with staff and a wide variety of people.

### PHYSICAL DEMANDS

(1) Mobility: frequent sitting for long periods of time; occasional bending or squatting. (2) Lifting: occasionally up to 30 pounds. (3) Vision: constant use of overall vision; frequent reading, close-up work, and exposure to computer screens; occasional color and depth vision. (4) Dexterity: frequent use of keyboard and repetitive motion. (5) Hearing/Talking: frequent hearing and talking, in person, in public, and on the phone. (6) Emotional/Psychological: constant coworker and/or public contact.

### WORK ENVIRONMENT

Work is performed in a typical office environment utilizing a computer and a variety of other office equipment. Travel in the two-county area (Jackson/Josephine) is required, travel to other parts of the state and other states may occasionally be required, and attendance at evening and weekend meetings or events may also be necessary.

### ADDITIONAL INFORMATION

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the employee in this job. They are not intended to be an exhaustive list of all responsibilities, duties, knowledge skills, or abilities required of the position. The various responsibilities and/or assignments of this position may be unevenly balanced and change from time to time based upon matters such as, but not limited to, variations in the shift, work demands, service levels and management's decision on how to best allocate department resources. Any shift variations, emphasis or rebalancing of duties, responsibilities and/or assignments does not constitute a change in the job classification.

APPROVED BY: **Jon Pfefferle** Date: 10/20/2022 **Nutrition Program Director**

REVIEWED BY: **Ann Marie Alfrey** Date: 10/20/2022 **Executive Director**

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