ROGUE VALLEY COUNCIL OF GOVERNMENTS

Job Description

Job Title:	**Nutrition Program Office Specialist II/Volunteer Coordinator- Josephine County**		
Department:	**Nutrition**		
Location:	**Josephine County Senior Resource Center, Grants Pass**		
Reports to:	**Nutrition Program Director**	Travel Required:	**Yes**
Last updated:	**09/21/2026**	Classification:	**7**

Direct Reports: **None**	Type of position: **Full-time** Part-time Temporary On-Call Contractor Intern	Hours: **40 hours / week** Exempt **Non-exempt**

GENERAL DESCRIPTION

Coordinates volunteer activities for Food & Friends in Josephine County including recruitment, retention, training, and scheduling of volunteers. 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, customer service, preparing correspondence, 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. Enters new volunteer information into Salsa/DonorPro database. Supports in the distribution of volunteer recruitment material including but not limited to PSA's, posters, and new briefs;
3. Acts as a Qualified Entity Designee (QED) and handles confidential personal information for processing volunteer criminal background checks Responsible for processing criminal history background checks for volunteers;
4. Schedules home delivered meal volunteer drivers for routes/distribution centers without Meal Site Coordinators;
5. Assures safe food transportation practices for all home delivery routes leaving from the Josephine County Senior Resource Center;
6. Oversees the execution of meal delivery from the Josephine County Senior Resource Center to include the Preparation and reconciliation of daily meal counts reports;
7. In partnership with Nutrition Program Director and the Jackson County Volunteer Coordinator, develops strategies for volunteer recruitment and retention, including volunteer appreciation activities and events;
8. Makes presentations to service and community organizations for volunteer recruitment purposes;
9. At the discretion of and as directed by the Nutrition Program Director, appears or speaks in media and radio presentations;
10. Responds to client inquiries regarding program services or changes to service and updates client Meal Service records;
11. 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;
12. Conducts first level mediation between volunteers, staff and/or clients and reports any concerns or further required action to the Nutrition Program Director;
13. Provides assistance with Food & Friends events and fundraising projects;
14. Assists in the general monitoring of upkeep and safety in the building and grounds, contacts local vendors to schedule service/maintenance as needed and communicates these issues to the Nutrition Program Director and RVCOG Human Resources Director;

15. Receive, interpret, and implement job-related instruction, guidance, coaching, and training (both formal and informal) while progressively improving skills and overall success in performing assigned duties;
16. Incorporate feedback in a constructive manner that demonstrates understanding of any concern and an ability and willingness to achieve the required consistent and sustained improvement; and
17. 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, and other general office support.

AUXILIARY JOB FUNCTIONS

Other related 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 TRIO 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 accommodation may be made to enable an 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.
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. Safe food handling protocols; and

4. Business English, spelling, grammar, punctuation, and mathematics.

Related skills:

1. Advanced skills in word processing, spreadsheet, database maintenance, 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. Perform complex clerical tasks with extreme attention to detail;
6. Prepare and maintain accurate records and reports in a timely manner;
7. Communicate effectively both orally and in writing and make effective presentations to both small and large groups;
8. Take and transcribe accurate meeting minutes;
9. Work as an effective team member and establish and maintain harmonious and cooperative working relationships with staff and a wide variety of people;
10. Receive, interpret, and implement job-related instruction, guidance, coaching, and training (both formal and informal) while progressively improving skills and overall success in performing assigned duties; and
11. Incorporate feedback in a constructive manner that demonstrates understanding of any concern and an ability and willingness to achieve the required consistent and sustained improvement.

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: **09/21/2026**	**Nutrition Program Director**
REVIEWED BY:	**Adrian Modjeski**	Date: **09/21/2026**	**Human Resources & Administrative Services Director**

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