

HEART JOB DESCRIPTION

General Job Title: **HEART VOLUNTEER COORDINATOR** Date: **01-03-2025**

FLSA STATUS: Non Exempt

Overview:

The HEART Volunteer Coordinator reports to the HEART Operations Manager and is responsible for sourcing and recruiting volunteers in support of the overall operation of the Mid-Ohio Market at HEART.

The Staff Member is responsible for:

- Be a motivated, energetic and capable individual with the ability to identify and report issues.
- Treat everyone with dignity and respect
- Ensure the purpose and mission of HEART are clearly communicated
- Ensure that HEART is always staffed with the best and most reliable volunteers for the fulfillment of HEART's mission
- Work with the Volunteer Appreciation Team to plan the Volunteer dinner / picnic
- Recruit, develop and retain a highly qualified, diverse set of volunteers through social media, civic community organizations, ministry partners, local business
- Maintain Volunteer Hub
 - Produce schedules through which volunteers sign up
 - Create and send emails to Communicate Market needs
 - Ensure volunteers sign up correctly
- Collect information (availability and skills) and arrange for appropriate volunteer training (PantryTrak and Volunteer Hub)
- Assign positions to volunteers based on their skill set
- Communicate frequently with volunteers to ensure they are happy and well-placed
- Disseminate information for upcoming events
- Coordinates community groups coming in to perform special services
- Coordinate teams for large-scale events
- Keeps detailed records of volunteer information and assignments
- Perform various duties and responsibilities outlined above, as well as any other responsibilities assigned by the Operations Manager.
- Have a clear understanding of HEART's rules, policies and Employee Manual so that you can carry them out and be a good role model for volunteers and other staff

Miscellaneous:

- Because HEART's work hours vary day-to-day, you are responsible for working with your supervisor in determining your work schedule and requested PTO in accordance with the HEART Employee Manual
- The Staff Member is expected to wear comfortable and respectable clothing, that is nonrevealing and reflects the comfort level necessary to complete their tasks. Clothing should also reflect the professionalism and values of the organization.
- All staff are required to wear closed-toe shoes. Steel-toed shoes are highly recommended.
- Handle all situations in a calm manner, trying to de-escalate volatile situations. Ask for help when needed or if the situation is not de-escalating
- Personal electronics are not to be used during work – to include phones, earbuds, etc – other than for Google Translate or other work business – non-emergency personal phone calls and texts are to be returned on scheduled breaks