

## **Harvest of Hope Pantry Volunteer and Marketing Coordinator**

**Position:** Volunteer Coordinator  
**Reports to:** Executive Director  
**Supervises:** Volunteers  
**Schedule:** Non-exempt, hourly, Part-time, M-F 9am to 2pm  
**Pay:** \$15/hr, 25 hrs/week

Harvest of Hope Pantry is a 501.c.3 Non-profit food pantry located in Boulder, CO; providing healthy supplemental food to families and individuals in need in a safe, welcoming and non-judgmental environment.

Programs include:

- Shopping once a week for people with kitchens (M-F 9:00am to 11:00am and Thursdays from 4:30pm – 6:30pm)
- Shopping daily for people without kitchens (M-F 12:00pm – 2:00pm)
- Mobile and Pop-up Pantries with partners as scheduled.
- Mail service for clients registered for our afternoon shopping program

### **Position Description:**

Harvest of Hope Pantry is hiring a Volunteer and Marketing Coordinator to oversee community outreach and volunteer recruitment and scheduling. This includes management and content creation for social media platforms, assisting the Executive Director with monthly newsletters, growing the Harvest of Hope Pantry Volunteer Program, planning of volunteer appreciation events; and recruiting, placing, training, & supervising volunteers. Harvest of Hope Pantry welcomes a diverse population and candidates must be sensitive to the culture, religion, language, age, gender and sexual orientation of the population served.

Duties Include:

### **VOLUNTEERS**

- Create, develop, nurture and retain relationships with existing volunteers, including scheduling, training, and supervising volunteers.
- Manage and utilize volunteer database, Volgistics, to schedule and communicate with volunteers.
  - Oversee and manage all volunteer related scheduling, including weekly and daily adjustments, coverage requests, and last minute needs.
  - Review daily schedule to be aware of coverage needs, who is volunteering, what each volunteer's capabilities are, and how to adjust as needed.
  - Oversee all volunteer communication: weekly email to all volunteers to communicate needs, changes, upcoming events, etc.
- Oversee all volunteer communication: weekly email to all volunteers to communicate needs, changes, upcoming events, etc.
- Recruit and retain new volunteers, including tabling at events
- Training and placing of new Volunteers: assuring completion of volunteer intake information; waivers; orientation and training; scheduling; photo and volunteer name tag

- Communication with the Operations Manager about daily volunteer schedules and Pantry needs
- Assist the Operations Manager with supervision of volunteer-conducted programs
- Update Volunteer forms as needed
- Manage completeness of volunteer information in volunteer database
- Coordinate Volunteer Appreciation annual event
- Hold Volunteer Trainings as-needed
- Run annual report reflecting Volunteer hours
- Ensure adequacy of Volunteer hours and tracking system

## MARKETING

- Creation and Management of a social media content calendar along with posting to organization accounts
- Follow and track partners and donors on social media, with timely reposts and tagging
- Assist with constructing monthly newsletter content suggestions, volunteer spotlight, and outreach sections

### **Required Qualifications:**

- At least 1 year of experience with volunteer recruitment, training and management
- Basic knowledge and skill of Google, Microsoft Word and Excel; ability to adapt to new software
- Business experience with Social Media, Marketing and Outreach, backend management of facebook and Instagram
- Valid State of Colorado driver's license with clean driving record
- High degree of personal motivation; self-managing; highly organized and detail oriented
- Ability to effectively and collaboratively work with staff, board members, donors and volunteers
- Strong professional communication skills; both written and verbal
- Ability to effectively and collaboratively work with staff, clients and volunteers (Must be a team player, not afraid to pitch in when needed)

### **Desired Qualifications:**

- Experience working in social services environment and an interest in wide range of poverty issues and trends
- Spanish language skills a plus
- Customer service experience
- Ability to respectfully and empathetically interact with clients and volunteers

Harvest of Hope is an equal employment opportunity employer and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.