



## **Second Harvest Northern Lakes Food Bank Job Description**

**Job Title:** Volunteer and Development Coordinator/Executive Assistant

**Job Summary:** The Volunteer and Development Coordinator/Executive Assistant is primarily responsible for coordinating the Food Bank's volunteer program and providing support to its overall development efforts and director level staff.

**Reports to:** Executive Director

**Classification:** Non-Exempt

### **Essential Functions:**

1. Have working knowledge of all current Feeding America Manuals and information contained on "Hunger Net" as it relates to the Volunteer and Development Coordinator/Executive Assistant position.
2. Cultivate positive relations with agencies, program participants, Food Bank staff, volunteers, donors and other constituents.
3. Provide professional administrative support to the Executive Director and other director level staff.
4. Retrieve incoming and outgoing mail.
5. Prepare Food Bank materials and assist in hosting board and/other related meetings.
6. Professionally manage in-person, telephone and email volunteer, donor and general inquiries, responding in a timely manner (within 48 hours). Direct inquiries to appropriate staff, convey accurate messages and make direct referrals to partner agencies and/or programs.
7. Oversee the accurate maintenance of the Food Bank's volunteer and donor database. Prepare related volunteer and fundraising reports and materials according to established deadlines. Ensure training and accurate data entry in the volunteer and donor database by volunteers and staff.
8. Ensure adequate records for volunteers and donors are securely maintained and up to date including paper files and information kept in the volunteer and donor database. Files should include, but are not limited to, privacy statements, emergency contact information and other pertinent information.
9. Accurately record, process, and acknowledge all donations in a timely manner (within 48 hours of receipt). Work with the Food Bank's accountant to ensure reconciliation of donations with Ceres 2009.

10. Work with the Food Bank's third-party direct mail vendor on outside direct mail campaigns. Coordinate the implementation of internal direct mail campaigns including bulk mail.
11. Provide assistance to and representation at the Food Bank's internal and external special events, regional meetings, and activities.
12. Assist in the coordination and host of Food Bank tours.
13. Coordinate the Food Bank's volunteer program developing strategies to acquire and retain volunteers to meet the Food Bank's mission and strategic goals.
14. Recruit, orient, train, and place volunteers in appropriate programs and activities and maintain optimum volunteer relations.
15. Work with Food Bank staff to determine weekly volunteer needs and distribute weekly schedule of volunteer activities.
16. Cultivate positive internal communication environment and promote effective communication to ensure staff are informed about Food Bank volunteer and donor initiatives.
17. Gather volunteer statistics and trends in service reporting findings to the Executive and Program Directors by the 10<sup>th</sup> of each month.
18. Other duties as assigned by the Executive Director.

**Qualifications Required:**

- Bachelor's Degree or equivalent combination of education and experience
- Knowledge of non-profit finance; interest in hunger issue or related social services
- Strong communication and interpersonal skills
- Strong organization skills and an attention to detail
- Ability to manage multiple priorities and deadlines
- Ability to work independently, exercising initiative and sound judgment
- Ability to work as a team with various staff members
- Computer proficiency especially in Microsoft Office (Outlook, Word, Excel)
- Possess and maintain a valid driver's license and reliable transportation (position may require some regional travel)

**Qualifications Preferred:**

- Knowledge of, or experience in, fundraising/development field
- Knowledge of, or experience in, Donor Quest software