Position Title: Volunteer Operations Coordinator
Classification: Non-Exempt
Reports To: Operations Manager – Volunteer Operations, Safety and Facilities
Location: Wyoming
Compensation: $21.50 - $22.75 Hourly

Your Role in Our Mission

The Volunteer Operations Coordinator supports a safe, organized, and positive in-house volunteer experience at Food Bank of Wyoming. This role prepares volunteer work areas, coordinates workflow, trains and supervises volunteers, and provides hands-on support during shifts. The Coordinator also partners with the Development team to align volunteer scheduling with operational needs and ensure meaningful volunteer engagement.

What You'll Do

- Prepare and coordinate setup of the volunteer work areas and activities, including proper placement of food, boxes, and supplies
- Partner with the Development Team to align volunteer scheduling with productivity and quality goals
- Foster a positive, organized, and engaging volunteer experience
- Train volunteers for assigned tasks, Food Bank of Wyoming's mission, and safe work practices
- Maintain warehouse according to Feeding America & Food Bank of Wyoming sanitation and packing standards
- Ensure proper handling of refrigerated, frozen, and dry food products and communicate safety standards to volunteers
- Maintain a neat, clean, and orderly warehouse environment, including daily housekeeping duties according to American Institute of Baking (AIB) standards
- Organize and clean the volunteer center at the end of each shift and the end of the workday

How the Work Gets Done

The Volunteer Operations Coordinator demonstrates the following core competencies in daily practice:

- **Instills Trust:** instills trust by communicating openly, following through on commitments, and fostering a respectful and dependable environment for volunteers, staff, and community partners.
- **Collaborates:** demonstrates collaboration by coordinating effectively with volunteers, staff, and external partners to support events, programs, and operational goals through teamwork and shared accountability.
- **Customer-Centric Focus:** demonstrates customer-centric focus by providing responsive support to volunteers and community members, ensuring positive experiences and meaningful engagement in organizational programs and services.
- **Ensures Accountability:** Holds self and others accountable to commitments, actions, and outcomes. Reinforces consistent, fair, and timely follow-through.

What We're Looking For

- High school diploma or equivalent required; or equivalent work-related experience
- Minimum 2 years' experience working in a warehouse environment
- Commitment to fulfilling Food Bank of Wyoming's mission and positively representing the brand both internally and externally
- Self-directed and results-oriented
- Strong customer service orientation
- Exercise independent judgment, think critically and strategically, collaborate with others, and follow through to execute projects and program requirements
- Prior experience in customer service/volunteer environments
- Excellent organizational, time management, and follow-through skills
- Proactive and independent problem solver
- Ability to coordinate and prioritize multiple tasks
- Show strong teambuilding and interpersonal skills
- Able to interact with others, both verbally and in writing, in a diplomatic, courteous and positive manner; maintaining a professional demeanor and responding with urgency when necessary

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Using office equipment such as a computer, mouse, keyboard, printer
- Shared office environment; outdoor work environment frequently
- Frequently operate power industrial equipment including forklift and electric pallet jack
- Frequent warehouse environment with varying temperatures including cool zones
- Push and pull up to 2,000 lb. pallets with a manual pallet jack daily
- Frequently lift or move up to 50 pounds

Expected Hours of Work:

This is a non-exempt, full-time position working approximately 40 hours per week. Core hours are Monday through Friday, 7:00 AM to 4:30 PM. Based on special events and business needs, the schedule may vary and may include occasional evening and Saturday hours.

Benefits:

At Food Bank of Wyoming, we provide a fulfilling workplace along with a comprehensive benefits package that includes:

- **Generous Paid Time Off:** Flexible paid time off, including 10 paid holidays, sick leave, parental leave, and opportunities for paid volunteer time.
- **Robust Retirement Plan:** A 401(k)-retirement plan with a 4.5% employer match, plus additional matching based on tenure for a total potential match of up to 8.5%, to support your long-term financial security.
- **Comprehensive Health Coverage:** Competitive health, dental, vision, and life insurance plans to support your meet your and your family's needs.

- **Bilingual Incentive:** A monthly incentive for certified bilingual staff, recognizing and rewarding your valuable language skills.

To Apply:

If you are looking for a mission-focused organization where innovation and teamwork are encouraged and new ideas are valued, then this is an ideal position for you.

Apply online through wyomingfoodbank.org/join-our-team/. Applications will be accepted until **October 30.**

Thinking about applying?
True passion and excitement for making an impact are just as important as work experience.
We encourage you to apply even if you feel you don't check every box in this posting.

Food Bank of Wyoming is an Equal Opportunity Employer (EOE), M/F/D/V/SO. We are committed to providing reasonable accommodations to applicants with disabilities in order to participate in the application or interview process. If you require any accommodation, please contact us at hr@foodbankrockies.org or 303-371-9250