

## OUR EXCITING OPPORTUNITY

*Community Action Partnership* has an exciting opportunity for

### ***Food Bank Volunteer Manager***

Under the direction of the Food Bank Senior Warehouse Manager, the Food Bank Volunteer Manager will manage the volunteer program, both at the OC Food Bank, located in Garden Grove, and at The Giving Farm, a collaborative student farm site in Westminster, and assist with the daily operations of the Food Bank. The Food Bank Volunteer Manager will ensure that volunteers have a rewarding, productive experience at CAP OC, whether working at the Food Bank or at The Giving Farm. The Food Bank Volunteer Manager will also assist with the daily operations in order to ensure procedures are followed and production targets are reached.

## WHAT YOU WILL ACCOMPLISH IN THIS ROLE

The Food Bank Volunteer Manager provides onsite daily management of Food Bank and Giving Farm volunteers, including recruiting, onboarding, training, communicating expectations and ensuring a safe environment. Additionally, this position also trains staff for inventory control, product management and warehouse maintenance. This role will also recruit volunteers to satisfy the total number of volunteers needed on a daily, monthly, and annual basis for the Food Bank operation and will take the lead with corporate volunteers the Philanthropy Department refers for The Giving Farm.

This position works on-site five days per week, including most Saturdays (when working on Saturday, a weekday is taken off) ; a remote or hybrid schedule is not offered.

This exempt status position will pay an annual salary of \$64,480.00 to \$66,400.00.

## ROLES AND RESPONSIBILITIES

### VOLUNTEER-RELATED:

- Schedules, coordinates, manages, and ensures appropriate number of volunteers are scheduled to complete packaging of senior food boxes based upon community needs and distribution schedule.
- Serves as the primary point of contact for volunteer needs at The Giving Farm by working with the AmeriCorps fellow and the Philanthropy Department (on any corporate volunteer groups they have referred) to ensure all volunteers have an EPIC experience.
- Greets, trains, and supervises the work of volunteers at the OC Food Bank warehouse and at The Giving Farm; when not possible to be at The Giving Farm, delegates these responsibilities to a trained CAP OC representative.
- Proactivity seeks opportunities to speak to community groups (i.e., corporations, schools, faith communities, service clubs and organizations) regarding volunteer opportunities at the CAP OC Food Bank and The Giving Farm.

- Recruits volunteers through traditional mail, e-mail, social media, and other means of solicitation, and timely responds to emails and phone calls regarding volunteer opportunities; takes the lead on any corporate volunteer groups the Philanthropy Department refers to this position.
- Updates and maintains a CAP OC Volunteer Handbook and other volunteer materials as training tools.
- Ensures all volunteers have the necessary onboarding and training to successfully meet targets and do so in a safe environment.
- Plans, coordinates, and manages large scale volunteer events.
- Updates and manages an online volunteer registration system.
- Tracks and reports service hours of all volunteers.
- Ensures customer service is maintained in a manner reflective of the spirit of the Agency's Mission, Vision, and Promise.
- Other volunteer management duties as assigned.

#### **MANAGEMENT-RELATED:**

- Manages the AmeriCorps fellow at The Giving Farm as well as assigned OC Food Bank Warehouse Workers.
- Interviews and retains assigned fellows and staff.
- Manages, motivates, and evaluates the performance of all assigned fellows and staff by utilizing EPIC values.
- Leads fellows and staff in the successful completion of personal and CAP OC strategic goals, daily assignments, and future needs of CAP OC.
- Assigns duties and examines work of subordinate fellows and staff for exactness, neatness, and conformance to policies and procedures.
- Advises and recommends necessary changes or modifications to current work procedures to ensure the safety and efficient work of all fellows, staff, and volunteers.
- Ensures assigned fellows, staff and volunteers are following all CAP OC policies, procedures, and guidelines, including all safety standards and procedures.
- Manages discipline and termination of assigned fellows and staff with support from the Senior Warehouse Manager, Associate Director of Food Bank Operations, and Human Resources.
- Manages direct staff's time and attendance in payroll system including approval of timecards and paid time off.
- Monitors all program's expenses and revenue according to the program's budget.
- Other managerial duties as assigned.

#### **WAREHOUSE ROLES AND RESPONSIBILITIES:**

- Ensures packaging of senior food boxes is completed in a timely manner and within governmental regulations in a warehouse environment.



- Contributes to the safe handling of food by volunteers and staff by ensuring health standards are met, food stored properly, separation of perishable from non-perishable foods, and maintenance of an effective rotation system.
- Provides training in warehouse and food storage procedures to staff, including safe work practices and ensuring federal, state, and local regulations of safe food storage are in compliance on a consistent basis.
- Performs hands on duties of forklift, pallet jack and/or other light equipment as needed to support staff and meet deadlines.
- Provides hands-on training in the safe and proper use of trucks, forklifts, lifting methods and other warehouse matters.
- Ensures the Primarius inventory system is properly being used, maintained and data is entered accurately resulting in inventory control within established standards, perform reconciliation of inventory as needed, run reports, and train all assigned staff on system; utilizes the system to monitor food movement within the warehouse and food box distribution.
- Other warehouse-related duties as assigned.

### **THE IDEAL CANDIDATE HAS KNOWLEDGE AND EXPERIENCE IN**

- Managing and motivating diverse groups of volunteers, fellows, and staff to work collaboratively together to meet participant/client needs and agency goals.
- Strong interpersonal, public speaking and customer service skills.
- Being a leader and the face of a large organization to outside partners and volunteer groups.
- Techniques related to volunteer recruitment, supervision, and recognition.
- Strong time management skills, working effectively within demanding time constraints.
- Problem solving/analysis in order to resolve short-term problems and anticipate possible long-term problems.
- Effective communication and training skills, and an ability to work with a diverse set of individuals and groups of varying background, age, and ability to complete projects as part of a team.
- Understanding, applying and complying with health and safety regulations of a food warehouse.
- Computerized inventory system in order to manage inventory, run reports, ensure accuracy of information input, and all team members are proficient with the system.
- Safe operation of heavy equipment such as forklifts and electric pallet jacks, other warehouse procedures such as Cal OSHA compliance, safe lifting methods, prevention of work related injury and/or illness.

### **IDEAL CANDIDATE MUST BE**

- Customer service focused: Establishes rapport with fellows, staff, volunteers, volunteer resources, and participants from culturally diverse backgrounds.



- Ethically focused: Understands ethical behavior and business practices and ensures own behavior and the behavior of others are consistent with these standards and in alignment with the values of the organization.
- Inclusive: Works cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- Strong Leader: Positively influences others to achieve results that are in the best interest of CAP OC.
- Creative/Innovative: Develops new and unique ways to improve the standing of the department and looks for new opportunities.
- Collaborative: Works collaboratively in a team environment both internally and externally with the capability to negotiate success outcomes for all parties.
- Strong Planner/Organizer: Consistently demonstrates planning, organizational, execution and delivery skills for projects, events, and reports to be delivered on time, within budget and achieving intended results.
- Work focused: Is detailed oriented while working accurately and efficiently on a consistent basis without assistance. May require working weekends, evenings, and holidays when/if needed to meet goals and/or grant demands. Workdays and hours of work are subject to change.
- Language skilled: Demonstrates clear, concise, and effective command of the English language in both oral and written forms.
- Mathematical: Writes, composes, and completes mathematical calculations correctly and in a timely manner. Composes and compiles numbers, statistical data, and obtains other information for forms, reports, and presentations.
- Computer literate: Competently uses the Internet, Web based databases, inventory systems (Primarius experience preferred), Microsoft Office (Word, Excel, Outlook, Teams), and other applications via a desktop and/or laptop computer, PC Tablet and/or Notebook, or I-Pad. Competently uses a printer, copier, Smart cell phone and/or other electronic devices.

### **EDUCATION AND EXPERIENCE**

High school diploma or GED required. At least three years of management experience and/or warehouse experience.

Must understand the operation of forklifts and electrical pallet jacks and possess strong safety knowledge.

Nonprofit experience and/or education preferred.

### **TRAVEL**

Possess a valid California Driver's License with a driving record that meets minimum standards established by CAP OC insurance carrier, proof of vehicle insurance, access to a vehicle and willingness to drive/travel when required.



Typically, travel is local during the business day to/from CAP OC locations, The Giving Farm and distribution sites. Incumbent will use personal vehicle, CAP OC vehicle or truck. Travel may be during evening hours and out-of-the-area and overnight travel.

### PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to bend, stoop, reach, pull, push, stand, kneel, sit, twist, turn, walk, climb, bend at the waist, talk and hear, vision abilities include close vision, distance vision, color vision, ability to adjust focus, prolong manual dexterity of wrist and fingers, prolong computer work, standing and sitting. The employee must regularly lift and/or move objects up to thirty (30) pounds. Work is performed in a warehouse environment with varying temperatures, including work in a freezer, without direct air conditioning or heating, and work outdoors in varying temperatures and weather conditions.

### WHO WE ARE

Born out of the War on Poverty more than 50 years ago, Community Action Partnership Orange County (CAP OC) is a trusted resource for Orange County community members who face obstacles such as food insecurity, unemployment, economic turmoil and more. We walk alongside the people we serve, and we act to meet immediate needs without delay. Our programs help empower people to improve their lives and their communities. We see poverty as an unacceptable reality for our neighbors and rally with key partners to help facilitate change.

CAP OC hires professionals who support and embody the following **EPIC** values:

Going above and beyond in every interaction and activity we undertake. We strive for **EXCELLENCE** in service, keeping a pulse on the most up to date innovations within our industry. Together we continually assess and improve the way to work and enhance the strategies we utilize to meet the needs of our community.

Reaching our goals by working collaboratively with each other and our community. We are working to do the things that have not been done: empowering families and individuals to financial independence, breaking the cycle of poverty, creating financial equity, combating food insecurity, and establishing healthy and energy-efficient living conditions for all through social innovation. All of this takes **PROACTIVENESS**, and an intrinsic motivation that drives us to go above and beyond to create cutting-edge trends and program designs. We have the will and the energy and won't stop until the needs of our underserved community no longer exist.

We are a team of high **INNOVATION**. We value the work we do; the people we serve; and treat each other with respect and kindness. We also have an environment of engaging in social economic justice by sharing ideas and not afraid to try new things that increases our educational capacity. We think outside of the box, and challenge prevailing assumptions about issues of poverty.

Reaching our goals by working in partnership with each other and our community. The work we do is deeply rooted in the **COLLABORATION** we have with our community and its citizens. We care about the legacy of community action partnership and go above and beyond to ensure we support each other in bringing forth the services and resources that will positively change generations forever.

We have remained true to our mission *“We seek to end poverty by stabilizing, sustaining and empowering people with the resources they need when they need them. By forging strategic partnerships, we form a powerful force to improve our community.”*

### HOW TO APPLY

Please Apply at Community Action Partnership of Orange County’s website at [www.capoc.org](http://www.capoc.org).

### MEDICAL EXAMINATION AND BACKGROUND CHECK

A medical examination is required of each new employee whose physical condition must meet the minimum requirements prescribed for the position. In addition, prospective employees must pass a pre-employment physical, drug screen, Live Scan, and background check. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### THE PROMISE OF COMMUNITY ACTION

Community Action changes people’s lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

