



**Friendship
Trays** Meals on Wheels of
Charlotte-Mecklenburg

Job Title: **Volunteer Program Assistant**

FLSA Status: Part Time Nonexempt

Reports to: Community Engagement Coordinator

Revision Date: January 20, 2022

POSITION SUMMARY:

Reporting to the Community Engagement Coordinator, the Program Assistant provides direct support to the Volunteer team in daily operations. This position is responsible for leading volunteer shifts, providing mission information, retention and recognition of volunteers to meet identified operational and program needs. This position will also help with food drive events, developing and fostering relationships with businesses, faith-based organizations, schools and other entities. Strong interpersonal skills a must.

ESSENTIAL FUNCTIONS:

1. Lead volunteer groups, encouraging productivity and ensuring safety standards are in place.
2. Ensure all volunteers are checked in and current on waivers.
3. Organize and collect volunteer data.
4. Help schedule volunteers and groups as needed.
5. Follow all food safety, food handling and sanitation guidelines and regulations.
6. Operate equipment (hand trucks, pallet jacks, etc.).
7. Speak to all volunteers about the Loaves & Fishes/Friendship Trays mission, encouraging future participation as a volunteer, food drive host and/or donor.
8. Participate in volunteer and community outreach events as needed.

Other Responsibilities

1. Provide support for special events and appeals as assigned.
2. Adhere to the Association of Fundraising Professionals Code of Ethics and Donor Bill of Rights.
3. Attend staff meetings/trainings and other meetings as required.
4. Represent Loaves & Fishes/Friendship Trays as required by the CEO.
5. Other duties as assigned.

QUALIFICATIONS:

1. High school diploma or equivalent degree.
2. One or more years of community outreach experience preferred.
3. Strong organizational and technological skills.

4. Proficiency in basic computer operations. (Microsoft Office-Outlook, Word, Excel; Google-Drive, Docs, Sheets).
5. Exceptional interpersonal, oral, and written skills.
6. Social media skills a plus.
7. Dependable and punctual team player.
8. Ability to lift up to 25 pounds repetitiously.
9. Valid Carolina driver's license.
10. Positive, "can-do" attitude, flexible, and detail oriented; high degree of initiative and an ability to manage and prioritize multiple tasks and projects at a time.
11. Strong customer service skills, ability to communicate calmly with patience and kindness.
12. Ability to work with sensitivity and empathy without discrimination towards peoples of diverse cultures, races/ethnicity, socio-economic positions, ages, religions, genders, physical/mental challenges/disabilities, and sexual orientations.
13. A passion for the mission of Loaves & Fishes/Friendship Trays is essential.

To apply, please use Volunteer Program Coordinator in the subject line and email a cover letter and resume to HR@loavesandfishes.org.