



A member of **FEEDING AMERICA**

## AmeriCorps Member Job Description

**MANNA's Mission: "Involving, educating, and uniting people in the work of ending hunger in Western North Carolina"**

**Position Title: Volunteer Services Assistant**

**Reports to:** Volunteer Center Supervisor

**Schedule: Mon., Wed., Thurs., & Fri. - 8a – 4p, & Tues. 12:00p – 8:00p,** unless attending AmeriCorps events or meetings. The schedule will include some evening and weekends to support special events.

### **General Description of the Position:**

This position will serve with the Volunteer Center Supervisor and Volunteer Project Associate to train and mobilize volunteers at MANNA. The position will be actively involved in volunteer management, hunger education for youth. While an emphasis will be on the facilitation of school and youth volunteers, this position will also be involved with all layers of volunteers at MANNA.

### **Oversight of other Persons/Positions:**

Supervise volunteers and volunteer groups on and off site.

### **Principal Activities of the Position:**

#### **Develops, Supports, and Facilitates Volunteers**

- Assists in the planning and implementation of volunteer recognition and appreciation activities.
- Ensures that volunteer records are maintained according to established procedures.
- Learns and understands CERVIS computer program capabilities and operation; will work on assignments within this program.
- Assists in developing hunger education curriculum and provides hunger education to school groups before they perform volunteer service.
- Assists the Volunteer Manager with volunteer orientations and tours as needed.
- Promotes positive volunteer-staff relations.
- Assists the Volunteer Center staff with the direct supervision and facilitation of volunteer activities, including those of youth and school volunteer groups.
- Understands inventory control systems; follows established procedures and guidelines for keeping accurate inventory counts.
- Actively participates in maintaining, cleaning, and organizing the Volunteer Center and warehouse.
- Interacts personally with all volunteers establishing a rapport through acknowledgement & appreciation, understands their abilities to help maximize the volunteer's potential contributions and overall experience.
- Participates in Department, All Staff, and Special Event meetings during term of service.
- After thorough training and instruction, on a daily basis, safely operations manual pallet jacks, ride along pallet jacks and forklifts.

## **Qualifications:**

- Understands and is committed to MANNA's mission
- Must have reliable transportation; possession of a valid drivers' license is preferred
- Has outstanding skills in communication, leadership, project planning, organization, and computer proficiency
- Communicates effectively with all constituencies including staff, volunteers and the public
- Possesses the ability to coordinate groups of volunteers in an organized fashion and is comfortable and demonstrates confidence speaking in front of groups
- Has the ability to demonstrate grace under pressure in a fast paced, team environment
- Serves effectively as part of a team, is a problem solver, self-starter, and is able to respond quickly to changing requirements
- Able to coordinate large groups of volunteers in an organized fashion as well as be comfortable speaking in front of groups.
- The ability to effectively serve as part of a team, is a self-starter, and is able to respond quickly to changing requirements
- Has a consistent positive attitude, and a desire to learn the inner workings of a non-profit organization

**Working Conditions:** This position works in a warehouse setting that can be at times, hot or cold depending on the season. The position will require the operation of appropriate load handling equipment such as pallet jacks and forklifts (training provided). This is a fast-paced hands-on physical work environment. The noise level in the work environment is moderate to moderately loud within the Warehouse.

**Physical Demands:** Position requires the ability to frequently lift and transport 40+lbs, the operation and use of appropriate load handling equipment such as pallet jacks and forklifts. This includes pushing and pulling of product throughout the warehouse. While performing job duties this position is regularly required to use hands to finger, handle or feel; reach with hands and arms; and talk or hear. This position is frequently required to stand; walk; and stoop, kneel, or crouch. The individual is occasionally required to sit and climb or balance. The employee must regularly lift and move objects as described above. Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Involving, educating, and uniting people in the work of ending hunger in Western North Carolina**

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