

Member Job Description Example

Program: [Bounty & Soul's](#) Benevolence Box Program

Position Title: Benevolence Box Coordinator

Hours: 9am – 5pm Monday through Friday

Reports To: Rachel Lubitz & Paula Sellars

Schedule: 9am – 5pm Monday through Friday

Office Location: 999 Old US Hwy 70, Black Mountain, NC 28711

Position Summary:

The Benevolence Box Program is part of Bounty & Soul's Produce to the People initiative, whereby healthy food boxes are delivered to the homes of individuals and families who are unable to access regular community markets. The Benevolence Box Coordinator will expand the BB service by building logistics infrastructure, eligibility guidelines, enrollment and tracking systems, volunteer delivery coordination and community member satisfaction documentation. They will also support the development of a sustainability plan for the expanded BB program to include documentation of costs and recommended budget.

Essential Functions:

- Develops eligibility guidelines for new BB recipients.
- Creates a BB logistics infrastructure.
- Has dialogue with potential new recipients to understand basic life circumstances, family constellation, and needs.
- Develops and maintains a simple enrollment and tracking system for all BB recipients.
- Coordinates and inspires delivery volunteers, attending to their needs and logistics.
- Manages BB delivery schedules and tasks.
- Develops and implements satisfaction surveys and communications for BB recipients and volunteer delivery participants.
- Promotes the BB service as capacity allows.

Responsibilities:

- Collaborates closely with B&S volunteer coordinator to learn about existing BB logistics, and B&S volunteer engagement philosophy, and to discover possibilities for expansion. Works to ensure proper staffing levels of volunteers and recruit new volunteers.
- Collaborates closely with Food Distribution Manager around food sourcing, scheduling, box creation, and pick-ups. Works to ensure adequate quantities of food, food safety and freshness, and timely delivery to the recipient.
- Maintains appropriate confidentiality about BB recipients' life circumstances.
- Orients, trains and motivates delivery volunteers.
- Adheres to current B&S supervisory practices.
- Maintains all documentation and record keeping within the B&S cloud-based drive.
- Conducts oneself with professionalism, compassion, reliability, and respect.
- Abides by B&S code of conduct.

Qualifications

- Strong interpersonal and communication skills with ability and desire to work with a diverse group of volunteers, interns, staff and community members.
- Strong organizational and time management skills.
- Ability to make decisions quickly and work collaboratively.
- Ability to lift 35 lbs.
- Flexibility with job duties and willingness to contribute to the needs of the organization as may arise.
- Passion for the wellbeing of people and suspension of judgment around others' life circumstances.
- Reliability and team-player attitude.
- Uses a computer proficiently. Basic functionality with MS office products especially including Word and Excel. Basic functionality with Google Workspace.

Experience and Requirements:

- Associates degree. Bachelors degree preferred.
- At least 3 years' experience with public-facing roles in human services, social work, customer service or the like.

- Clean driver's license.
- Non-profit work experience is a plus.