

**LOS ANGELES REGIONAL FOOD BANK
JOB AD**

POSITION: Volunteer Operations Supervisor
SUPERVISOR: Volunteer Services & Data Analyst Manager
STATUS: Hourly/Non-Exempt



PAY RANGE: \$27.00 - \$34.00 Hourly

The base pay offered will consider internal equity and may vary based on the candidate's job-related knowledge, skills, experience, and other factors.

LOS ANGELES REGIONAL FOOD BANK

The mission of the Food Bank is to mobilize resources to fight hunger in our community. To fulfill our mission, we source and acquire nutritious food and other products and distribute them to people experiencing nutrition insecurity through our partner agency network and directly through programs; energize the community to get involved and support hunger relief; and conduct hunger and nutrition education and awareness campaigns and advocate for public policies that benefit the people we serve. Food Bank employees are hired because of their unique skills, diverse perspective, and their commitment to our mission. This means that each of us, working together, will do all that we can to fulfill our vision that no one goes hungry in Los Angeles County. Our core values include: Respect, Stewardship & Accountability, Collaboration, Urgency, Service, Integrity and Diversity. Our organization is committed to maintaining a positive and engaging workplace for all employees.

ESSENTIAL FUNCTIONS

The Volunteer Operations Supervisor ensures the seamless execution of volunteer events by leading a team of Volunteer Coordinators, and driving high-productivity operations through data-driven reporting. This role provides strategic support to the Volunteer Department and Food Bank staff, serving as a vital cross-departmental liaison to deliver an exceptional experience for volunteers.

WHAT YOU'LL DO

Volunteer Supervision: Oversee volunteer operations. Provide leadership and guidance to the Volunteer Department staff and collaborate with other Food Bank Staff for events, production scheduling, and messaging. Plans, supervises and participates in the coordination and setting up of each volunteer event. Engage in volunteer management best practices. Address volunteer concerns and inquiries throughout the volunteer event. Will serve as customer service representative for the Volunteer Department. Lead, train, orient, and supervise volunteers at on-site events across both volunteer facilities and off-site events such as drive-through, pop-up, and walk-up food distributions. Serves as disaster preparedness and ADA-compliant advisor. Assess volunteer needs across our programs and make recommendations for change. Assist with special projects and

events. Develop visually appealing and digestible communication products such as flyers, email recaps, or presentations for the volunteer team regarding policies and procedures.

Cross Functional Communication & Collaboration: Serves as liaison of Volunteer Department to Operations and other departmental staff to relay concerns, resolve conflicts, and ensure high quality communication and collaboration. Recruit, schedule, and coordinate individual and group volunteers to support the Food Bank's programs and operations while actively monitoring recruitment to maintain optimal capacity levels for all programs. Maintain a volunteer management database to ensure accurate tracking, and synthesize data to generate high-level operational support. Analyze Volunteer Feedback Survey results to improve volunteer experience and resolve concerns with appropriate departments. Generate and maintain the volunteer production planning schedule based on Food Bank production needs and volunteer registrations. Attend weekly department meetings to establish production needs for the following week. Creates opportunities and forums for discussion, idea sharing, and problem solving between departments on a regular basis. Communicate professionally and productively with staff and leaders of other departments. Performs other such duties and projects as assigned by department leadership. Duties and responsibilities are subject to change based on business needs.

COMPETENCIES

- The individual emphasizes organizational values in their work activities and demonstrates professionalism in all activities.
- The Individual is comfortable with navigating database systems and utilizing volunteer metrics to identify trends, measure program impact, and implement data-backed improvement to volunteer operations.
- The individual synthesizes available information to draw proper conclusions, seeking clarity and direction from manager when needed.
- The individual anticipates and identifies operational bottlenecks and takes proactive steps to resolve issues independently.
- The individual identifies and resolves problems in a timely manner along with gathering and analyzing information skillfully.
- The individual speaks clearly, listens carefully, and manages or controls feelings and emotions in positive or negative situations, seeking further guidance in an effort to de-escalate a situation.
- The individual prioritizes and plans work activities according to priorities, uses time efficiently and works with supervisor to develop realistic action plans.
- The individual actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.

QUALIFICATIONS

- High School Diploma required; Prefer at least 2 years' College-level course work completed.
- Demonstrates ability to supervise, lead, and works well with others
- Possesses excellent interpersonal communication with various staff
- Adapts communication styles to relay information to different stakeholders.
- Strong organizational and planning skills

- Communicates accurately, honestly, supportively and in a timely manner with department and interdepartmental team members.
- Demonstrates strong planning, organizing, time management, and interpersonal skills.
- Proactive in identifying opportunities and solutions for compliance while maintaining and prioritizing a positive experience for volunteers
- Ability to work in a fast-paced environment that requires strong multitasking skills, excellent time management, and self-starter mentality.
- Great public speaking, oral, and written skills.
- Demonstrates capability to conduct one's self in a calm and professional demeanor when dealing with various stakeholders and/or with difficult situations.
- Must be resourceful and possess good analytical skills with the ability to think creatively to solve problems.
- Proficient knowledge with Microsoft Office (i.e., Excel, Word, Powerpoint, etc.) and Google Suite (i.e. Calendar, Docs, Sheets, Slides, etc.).
- Ability to work productively in an environment with frequent interruption.
- Conducts self in a professional, respectful, and courteous manner during all interactions. Works effectively and collaboratively with others towards common goals. Presents a professional appearance and demeanor.
- Adheres to safety and standard operating procedures
- Flexible to occasionally work early-morning and evening hours.
- Willingness to adjust hours to accommodate the needs of the job.
- Access to reliable transportation, required to travel within Los Angeles County.
- Ability to work well with a diverse group of staff and volunteers.
- Pallet jack certified, preferred.
- Supervisor, lead experience preferred.
- Experience in event management desired.
- Experience working in a warehouse environment.
- Bilingual, English/Spanish or other languages preferred, but not required.
- Ability to regularly walk to different locations around the Food Bank throughout the day.
- Regularly required to sit, stand, bend and occasionally lift up to 35 pounds.
- Communicates professionally and productively with staff and leaders of other departments.
- Performs other such duties and projects as assigned by department leadership. Duties and responsibilities are subject to change based on business needs.
- Passion for the Food Bank's mission and commitment to the values of the organization: collaboration, inclusion, diversity, equity, accessibility, respects, service, stewardship & accountability.

BENEFITS

We offer a comprehensive benefits package:

- Medical: Employee HMO coverage as little as \$10 per bi-weekly paycheck and access to Nonstop Health funds

- Dental: Employee HMO coverage available at no cost
- Vision: Comprehensive vision insurance with generous allowances for examinations and material costs
- Flexible Spending Accounts
- Employer-paid Life Insurance and Long-Term Disability
- Optional Long-Term Care Insurance
- 403(b) retirement savings plan with employer match
- Employee Assistance Program (EAP) with expanded Mental Health
- Employee recognition programs
- Growth & career development support for professional certifications and additional training resources
- Vacation: Two weeks annually for the first three years
- Holiday: Nine paid holidays; eligible upon date of hire
- Sick Leave Time available

As a part of the Food Bank's pre-employment screening process, all potential employees are subject to a Criminal Background Check.

In instances of a federal, state or locally declared emergency, Los Angeles Regional Food Bank is typically considered an essential service and emergency responder; all of its employees may be called in to perform regular or emergent duties.

The Los Angeles Regional Food Bank is proud to be an "Equal Opportunity Employer." Applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, disability or protected veteran status. The Food Bank fosters an organizational culture where ideas and decisions from all people help us grow, innovate, and serve in a rapidly changing world. We strongly encourage people from underrepresented groups to apply.

Interested in joining our team? To learn more about this opportunity and apply, visit our [Career Center](#).