**Assembly Coordinator Job Description**

**Facility:** Brazos Valley Food Bank (BVFB) **Position:** Full-time (40hrs week)

**Position Title:** Assembly Coordinator **Department Name:** Volunteer Coordination

**Reports To:** Community Engagement Manager

**Job Summary of the Assembly Coordinator**:

The Assembly Coordinator, who oversees all food processing in the Volunteer Center, is responsible for the training and coordination of BVFB’s daily volunteer base in organizing food so that it can distributed where needed. The Assembly Coordinator does this by ensuring that all Volunteer Center activities and tasks are completed in a safe and efficient manner, while also ensuring the volunteer experience is meaningful and educational to all who participate. Preparing the Volunteer Center, with the assistance of Texas A&M University Work Study Students, for upcoming activities, as well as completing internal food orders in BVFB’s computerized inventory system, scheduling food production tasks on the calendar and matching these opportunities with available volunteers, are daily tasks. Computerized transformation of completed food products, quality controlling, proper tagging and placement of products in the warehouse using various equipment is necessary. Recruiting, scheduling, training and retaining volunteers is an important aspect of this job. This position requires someone with experience working with and communicating to diverse groups of people who has strong follow-through, organizational skill and attention to detail. The job requires high energy and enthusiasm, as well as the ability to physically push, pull and lift food products. Evening and weekend hours required, although a set volunteer schedule will be developed by the Assembly Coordinator and Community Engagement Manager for after business hours.

**Essential Job Functions of the Assembly Coordinator**:

Volunteer Scheduling

*Individual Volunteers*

Direct all potential volunteers to the online individual volunteer application through Volgistics and ensure all those who volunteer have an approved application on file

Approve applications in a timely manner and send Next Steps email

Respond to all volunteer inquires in a timely manner via email or telephone, including those referred by the Community Engagement Manager

Assist volunteers with clocking in on the tablet via their Volgistics PIN number

Communicate all BVFB closures to volunteers scheduled for that shift in a timely manner

*Groups*

Direct all potential volunteer groups to the online group volunteer application through Volgistics and ensure all group contact information is completed

Approve applications in a timely manner and send Next Steps email

Respond to all volunteer inquires in a timely manner via email or telephone, including those referred by the Community Engagement Manager

Prior to volunteer date, confirm the group number to be expected

Accommodate, where possible, group preferences for volunteer activity, dates and times

Communicate all BVFB closures to volunteers scheduled for that shift in a timely manner

*Community Service Workers (CSW)*

Handle inquiry calls from court-appointed community service workers and probation officers

Screen and approve CSW applications based on offense

Inform individuals of proper online processes for signing up for volunteer shifts

*Matching Volunteers with Tasks*

Create and maintain a set, weekly schedule for food sorting, food assemblies tasks (Backpack, Senior Bags, Family Boxes, Screen & Intervene [S&I] boxes), produce sorting/bagging, etc. based on the volunteer schedule and Program and Distribution needs.

There should be at least two and a half weeks’ worth of inventory of assembled product at any given time.

Volunteer Task Preparation/Set-Up/Clean-up

Ensure food sorting area is stocked

Food that needs to be sorted is brought in from warehouse or reclamation trailer, trash bins are empty, empty banana boxes are available, tape guns are filled, sanitizing solution is mixed and available for volunteers, pens/scissors/labels are stocked, scale is calibrated, and pallets are ready for product storage

Set up the Volunteer Center for Program food assemblies (Backpack, Senior Bags, Mobile Pantry Boxes, Screen and Intervene Boxes, and USDA Family Boxes)

Staging tables, food product, bags, totes for storage and recycling

Set up RePack Room for produce bagging and/or frozen assorted Retail Pick-Up Product sorting

Staging tables, pallets, produce bags, boxes, tote for recycling, empty trash bins and/or hopper for decayed produce and frozen products

Work with warehouse staff to ensure areas of shared responsibilities are handled efficiently and effectively

Placing Primarius orders for assemblies at least one week an advance of when warehouse staff needs to pull the product, compacting and baling cardboard from warehouse, communicating mis-pulls or ‘extras’ from assemblies following proper procedures so that physical inventory is not affected

Ensure cleanliness and safety of Food Sorting Area and RePack Room, based on Feeding America’s ServSafe for Food Banking guidelines, including daily disposal of food trash in the outside dumpster

Ensure orderliness of cardboard storage area.

Ensure that accumulated cardboard is baled in accordance with safety guidelines on a daily basis.

Volunteer (Volunteers and Groups and Community Service Workers [CSW]) Training/Supervision

Train on a daily basis, using a combination of verbal, written and demonstration instruction (and/or video, if available), volunteer groups or one-on-one for individual volunteers

Each training should include:

Overview of the mission and services of the Brazos Valley Food Bank (BVFB)

Impact volunteers have on helping the hungry in the Brazos Valley

Overview of The Volunteer Center (location of bathrooms, lockers, etc.)

Food Safety concerns – volunteers with illness, open wounds or sores, open toed shoes, no outside food or drink, etc.

Overview of processes, guidelines, steps and rules relevant to the task the volunteer or volunteer group is completing (i.e. recording trash weight, Best Use Dates, Recalls, baby food, etc.);

Safe lifting guidelines, proper use of pallet jack and pallet wrap

General warehouse/food safety rules (firearms, smoking)

Training particular to the task

Food Sorting

Oversee sanitization of products that are dirty or rusty

Acceptable food to save when sorting (dents, tears, labels missing, etc.)

Meaning of dates (best use vs expiration)

Meanings of categories

Target weights, food box weight protocols

Recalls to be mindful of

Proper handling of baby food

Quality controlling of completed pallets

Food Assemblies

Number of items that go into each bag/box

Proper order of filing bags/boxes

Number of bags/boxes per tote or pallet

Proper communication and problem solving when an item runs out

Quality controlling throughout the assemblies

RePack Room Re-Sorting

Table preparation (cleaning/sanitizing)

Proper produce to keep

Hygiene issues

Quality controlling process for repackaging

Product Transformation

Using BVFB’s inventory system, Primarius:

Create food assembly internal orders for the warehouse staff to pull (within order policy guidelines) based on the set assembly schedule

Transformation of:

Bulk food, once sorted and quality controlled into case quantities of food/non-food categories

Case item food now assembled into bags/boxes, changed to proper program category in Primarius

Pallets of unsorted frozen items, once categorized. Weigh, add handwritten and transform to various frozen categories

Bags of produce from bulk produce weight

Generate pallet tags for completed pallets of food, bags or boxes

Weigh all food to be discarded, log on form and transform to TRASH in Primarius on a daily basis

With proper equipment, rack transformed and tagged food items, utilizing First In, First Out (FIFO) and return frozen and refrigerated items to Cooler/Freezer area, upon direction of the Warehouse Coordinator.

Volunteer Time Tracking

Track hours for all volunteer assemblies, programs and activities in Volgistics

Update group hours in Volgstics to account for each group member’s hours

Track and run applicable reports of CSW hours in Volgistics

Running reports in Volgistics for grants, Annual Report and other requests that summarizes total volunteers hours, volunteer hours per activity, demographics of volunteers, etc.

Volunteer Recruitment

Along with the Community Engagement Manager, develop, implement and evaluate an Annual Volunteer Recruitment plan for food assembly volunteers

Plan should include attendance at volunteer recruitment events, conducting volunteer recruitment presentations in the public and handling media interviews about volunteering, when assigned by the Executive Director

Volunteer Retainment/Appreciation

Coordinate volunteer appreciation events (National Volunteer Appreciation Month, holidays, etc.)

Take volunteer group pictures for social media and electronic newsletters, save and store neatly on the P drive and post to social media, tagging groups on a daily basis

Develop an annual Written Volunteer Appreciation Plan with approval of the Community Engagement Manager and implement the action items from start to finish

Mobile Pantry

Actively recruit and schedule volunteers specifically for BVFB’s monthly Mobile Food Pantry held in Madisonville, Texas

Follow up with scheduled volunteers before each Mobile Pantry to confirm attendance

With Agency Relations/Mobile Pantry Coordinator, co-run each Mobile Pantry in Madisonville, including gathering and loading needed supplies, including water, rain ponchos, etc. for volunteers

Cancel all volunteer opportunities for those days at The Volunteer Center

Train all volunteers at the fairgrounds on the role they will play in distributing food

Explain the distribution process

Explain Non-Discrimination policies (same amount to each household, regardless of protected class)

Explain food safety issues (no food on the ground, using gloves, no open toed shoes, etc.)

Explain number of boxes or bags of each items that goes to each household

Solicit feedback from volunteers

Work with volunteers to distribute food and pack up after the event is over

Record all volunteer names and hours in Volgistics upon return

Program Development Work

With the Community Engagement Manager, implement an updated Volunteer Orientation and Training Video/s

Enhance the Volunteer Leadership Program and maintain positive relations with individuals involved

Special Events

Assist with coordination of the Souper Bowl of Caring, the Big Event, etc. (annual events where community volunteer’s complete projects at the BVFB)

Coordinate food sorting activities of volunteers for KBTX-TV’s annual *Food for Families* food drive

Plan, implement and host special volunteer events throughout the year (4 Sort-A-Thons and 4 themed events)

Review all food sorting and food assembly processes, with the Community Engagement Manager, for inefficiencies, quality control points, etc.

Development of new Volunteer Center activities that are age and ability appropriate that further the mission of BVFB

With the Community Engagement Manager, develop, implement and evaluate the volunteer experience and adjust training, activities and appreciation accordingly

Other Tasks

Maintain relations with the various entities that refer CSWs to BVFB, including sending letters notifying of BVFB closures, changes in the program, discussing problems, etc.

Complete and submit required monthly reports to Brazos County for CSW hours on or before deadline

Upon completion of hours, provide all CSWs with written proof of hours completed

Handle any requests from the court to expunge volunteer records

Track and promptly display recalls

Communicate to Volunteer Leaders regarding BVFB closures, special events and additional volunteer opportunities

Staff Supervision

Oversee a team of two to four Work Study students from Texas A&M University (Assembly Coordinator Assistants) during the fall and spring semesters;

Oversee one Work Study student from Texas A&M University (Assembly Coordinator Assistant) during the summer semester;

Adhere to all University guidelines in regard to Work Study students;

Submit bi-weekly timesheets and any other reports including annual performance reviews to the Financial Aid Advisor with Texas A&M University in a timely manner;

Set each Work Study student’s work schedule based on his/her class schedule;

Ensure each Work Study student is trained on overall knowledge of BVFB, food safety, equipment safety, Civil Rights and warehouse equipment.

Other

Follow all BVFB written Policies & Procedures

Update training materials and handouts on an on-going basis

Proactively assist BVFB in adhering to State Health Department, Houston Food Bank and Feeding America standards

Get approval from the Community Engagement Manger in advance of any financial expenditures

Attend and come prepared for all supervision sessions with the Community Engagement Manager

Attend and actively participate in All Staff Quarterly scheduled staff meetings

Communicate effectively, appropriately and in a timely fashion with the Community Engagement Manager

Regularly inventory Volunteer Center materials, such as disposable gloves, mesh bags for produce, sanitation solutions and alert the Distribution Assistant when inventory is low

Work with the Community Engagement Manager when updates are needed to the Volunteer Section of BVFB’s website

Maintain and update Volgistics for new volunteer opportunities

Email blasts from Volgistics

Teach ServSafe Food Handler for Food Banking to agencies, staff and volunteers as needed

Other duties as assigned by senior staff.

**Position Qualifications**:

Education, Experience, and Training

* Knowledge of hunger and poverty issues required
* Flexible schedule; ability to work evenings and some weekends, as needed
* Supervisory experience required
* Personal experience as a volunteer in some capacity greatly preferred
* Excellent written, oral, leadership, and interpersonal skills. In particular, the ability to understand and organize detailed information and to write about or talk extemporaneously on that information
* Past experience in developing and providing training
* Ability to work cooperatively under pressure with a diverse range of people and demonstrated ability to communicate tactfully with all members of society
* Ability to enforce rules fairly and consistently
* Ability to work collaborative across BVFB Departments (Distribution, Programs)
* Proven follow-through
* Ability to set priorities, identify goals and plan effectively
* Ability to juggle multiple projects with attention to detail and accuracy while adhering to deadlines in a high-energy, fast-paced environment
* Exercise good judgement and discretion; strong ethical character with firm boundaries
* Proficiency in Outlook, Word, PowerPoint, Excel and previous database softwares
* Bilingual in Spanish, preferred
* Ability to be certified in First Aid, CPR and Food Handling/Managing
* Must be able to pass criminal background check

Current driver’s license and ability to use personal vehicle for BVFB business (mileage reimbursement for work travel). Some travel, for Mobile Food Pantries and professional development opportunities

* Possible overnight stays for conferences/trainings

**Machines, Tools, Equipment and Materials used on job**

* Telephone/Voicemail
* Computer/Printer/Copier/Scanner (Microsoft Office for Windows, MS Word, MS Excel, Internet, MS Outlook, Primarius, Volgistics and Canva)
* Must be willing to be certified in forklift operation (certification class provided)
* Must learn to use pallet jacks (electric and manual)
* Must be willing to be trained in and use a cardboard baler and trash hopper
* Other: pallet wrap dispenser

**ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMODATION**

* Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry up to 50 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
* Conditions may include working inside, working outside, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
* Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, calculator, copier, fax machine, telephone, and automobile.

**BVFB is an Equal Opportunity Employer (EOE).**

***About the Brazos Valley Food Bank***

The Brazos Valley Food Bank is a central distribution site that unites food donors, volunteers and hunger-relief agencies around the common goal of a creating a hunger free Brazos Valley. As the hub of 35 different partner agencies that feed the hungry throughout Brazos, Burleson, Grimes, Madison, Robertson and Washington Counties, the Brazos Valley Food Bank helps to supply millions of meals each year to tens of thousands of individuals in need. In addition to supplying food to partner agencies, the Brazos Valley Food Bank oversees Children’s BackPack and Senior Bag Programs, School-Based and Mobile Food Pantries, Benefits Assistance and Nutrition Education, as well as Screen & Intervene and an anti-poverty Together We Grow program to better reach and assist those in need.