

Job Title: Volunteer Coordinator

FLSA Status: Non-exempt

Classification: Regular Part-time

Reports to: Executive Director

Hours: 30 hours per week

Compensation: \$20.75-\$25.95/hour, plus health benefits, paid time off and sick leave

Position Overview

The Volunteer Coordinator plays a vital role in recruiting, coordinating, supporting, and retaining volunteers and volunteer groups who make Rio Grande Food Project's programs possible. This position serves as the primary point of contact for volunteers, volunteer groups, and community service participants and ensures that volunteer systems are organized, welcoming, effective, and aligned with RGFP's needs.

The Coordinator works closely with staff, community partners, schools, and other organizations to connect people with meaningful opportunities to support RGFP's mission.

Essential Functions of the Position

RGFP may unilaterally change the requirements of this job description at any time. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. These include, but are not limited to:

Volunteer Recruitment, Engagement & Support

- Recruit new and returning volunteers through personal outreach, marketing/social media outreach efforts, and by cultivating community partnerships.
- Serve as the primary point of contact for volunteer questions and assist volunteers in finding opportunities that match their interests, skills, and availability.
- Handle logistics, including but not limited to Coordination of volunteer orientations, tours, onboarding, training, scheduling, preparation, follow-up and ongoing communication.
- Monitor the volunteer@rgfp.org email and respond appropriately or refer to the appropriate subject matter expert.
- Respond to staff requests for additional volunteers or for specific skills and help identify appropriate volunteer resources and coordinate regular volunteer engagement opportunities.
- Build relationships with community organizations, including the City of Albuquerque and other volunteer recruitment partners.

Administration, Systems & Reporting

- Maintain accurate volunteer databases and improve the organization and functionality of RGFP's volunteer scheduling and management system, including tracking community service hours and maintaining contact information and other documentation as needed.

- Manually enter volunteer hours when necessary and produce regular volunteer participation and service reports.
- Handle administrative tasks related to volunteer management, including correspondence, scheduling, records, documentation, and reporting.
- Draft and distribute a monthly volunteer e-letter and other volunteer communications as needed.
- Identify opportunities to improve volunteer systems, communication, engagement, and retention.
- Perform other related duties as assigned.

Required Qualifications

- At least two years of experience in coordinating volunteers, working with community service participants, or working with volunteer groups.
- Experience in community engagement, administration, nonprofit work, or a related field.
- Experience using databases, scheduling systems, spreadsheets, email, and other administrative software.
- Reliable, self-directed, and able to work independently while collaborating closely with staff and community partners.
- Must have an active driver's license.

Preferred Qualifications

- Experience with volunteer management software or database systems.
- 3-4 years experience coordinating volunteers, community service participants, or volunteer groups.
- Experience working with colleges, universities, government agencies, or community-based organizations.
- Bilingual English/Spanish communication skills.
- Experience working in a nonprofit or hunger-relief organization.

Knowledge, Skills & Abilities

- Warm, welcoming, and service-oriented approach to volunteers, staff, partners, and community members.
- Strong attention to detail and ability to follow through on commitments and deadlines.
- Cooperative spirit and willingness to identify and improve systems and processes.
- Demonstrated leadership skills, including but not limited to, initiative, dependability, and sound judgment.
- Ability to motivate and engage volunteers while maintaining appropriate boundaries and expectations.

- Commitment to RGFP's mission to alleviate hunger and cultivate long-term food security.
- Strong organizational, interpersonal, written, and verbal communication skills.
- Ability to manage multiple schedules, deadlines, communications, and priorities with accuracy and follow-through.
- Demonstrated ability to work respectfully and effectively with people from diverse backgrounds and with varying levels of experience.
- Ability to maintain confidentiality and accurate records.

Special Requirements

- This is a regular part-time position averaging 30 hours per week. This schedule is generally flexible but must accommodate volunteer activities and schedules, staff needs, and occasional evening or weekend events.
- Occasional attendance at volunteer group projects, appreciation events, orientations, or other RGFP activities outside regular hours may be required.
- Must be comfortable working in an active food pantry and community-service environment.
- Must be able to travel within the Albuquerque metropolitan area for occasional meetings or partnership activities.
- May have to pass a criminal background check and motor vehicle check.

Working Conditions

- Work is performed primarily in an office environment, with occasional work in outdoor garden areas and at indoor/outdoor events.
- Must be able to sit and work at a computer for extended periods, with regular opportunities to move throughout the workday.
- Must be able to stand and walk for extended periods while interacting with volunteers, staff, community members, and event participants.
- May occasionally work early mornings, evenings, or weekends to support volunteer activities, special events, or organizational needs.
- May occasionally work in outdoor conditions, including exposure to sun, heat, cold, wind, dust, and dirt.
- May occasionally assist with setting up and breaking down indoor or outdoor events, including arranging tables, chairs, and supplies.
- When occasionally assisting at indoor/outdoor events, must be able to bend, stoop, reach, and move about as needed during garden activities and event setup or breakdown.
- Must be able to operate a vehicle and have a valid driver's license when required for organizational business.