



Title: Volunteer and Guest Services Coordinator
Reports to: Director of Operations

I. Organizational Overview

The Community Kitchen was established in Keene, NH in 1983 to ensure that everyone in the community would enjoy the basic human dignity of having access to enough food to eat. For forty years, the organization has offered our neighbors hot meals and take-home groceries along with fellowship, resources referrals, education, and advocacy in support of food security for all. Our current programs, serving the Monadnock Region, are Hot Meals, Pantry, Mobile Food Pantry, Gleaning, and Advocacy.

II. Mission, Vision, Values

Our mission: The Community Kitchen strives to provide nutritious meals and groceries; to educate and empower our guests, community, and partners; and to be a leading advocate to strengthen food security in the Monadnock Region.

Our vision: All people in the Monadnock Region are able to provide healthy nutritious food for themselves and their families.

Our values: Dignity – Everyone is treated with respect, empathy, non-judgment, and confidentiality. We value diversity, equity, and inclusion; Integrity – We earn trust with reliability, consistency, high standards, and quality work; Teamwork – With positivity, helpfulness, interdependence, and solidarity, we work together, within our organization and beyond, to achieve our mission; and Sustainability – We will achieve a sustainable business and lasting impact on community food security with adaptability, resourcefulness, and innovation.

III. The Role

The Volunteer and Guest Services Coordinator ensures that volunteer roles across the organization are fully staffed by appropriate volunteers who are well matched and well oriented to their duties and that the volunteer experience at The Community Kitchen is a top-notch community engagement experience. The role coordinates guest services, by ensuring

that guest registration information and files and the Emergency Food Assistance Program database are operating effectively. The Volunteer and Guest Services Coordinator continuously develops the volunteer and guest services programs, elaborates new volunteer roles where there are opportunities, and enhances services to support our guest's abilities to improve their food security. This role entails community engagement and education activities in front of business and community groups around the Monadnock Region.

IV. Primary Duties and Responsibilities

- Recruit, Train, and Support Volunteers
 - Recruit Volunteers
 - Advertise volunteer opportunities.
 - Organize and attend volunteer fairs and events.
 - Conduct outreach to business and civic communities.
 - Intake and screen volunteer applications.
 - Train & Onboard Volunteers
 - Create training and onboarding materials for volunteers serving in all areas of TCK operations, including onsite and mobile food pantry work.
 - Implement volunteer training and orientation to the culture of TCK and their specific job(s).
 - Coordinate Volunteers
 - Take in volunteer applications.
 - Schedule volunteers.
 - Maintain regular communications with volunteers.
 - Maintain regular communications with hot meals and pantry operations to ensure timely response to needs for volunteers.
 - Maintain regular communications with development staff to ensure timely coordination of volunteers for special events.
 - Coordinate volunteers for jar pick-up routes.
 - Optimize volunteer recruitment and scheduling systems, using technology as appropriate.
 - Find volunteers to fill in when scheduled volunteers can't make it.

- Keep Board members updated about opportunities to volunteer at TCK.
- Coordinate Volunteer-Driven Food Drives, Fundraisers, Trainings, & Partnership Activities.
 - Serve as TCK's liaison to community volunteer groups that run food drives and fundraisers to benefit The Community Kitchen.
 - Coordinate volunteers and TCK staff to make sure they have needed resources to run their events.
 - Help advertise these events to the community.
- Support Volunteers
 - Maintain communication with volunteers and thank them for their service.
 - Organize and implement volunteer recognition programs.
 - Ensure volunteers have the tools and resources they need and that their volunteer experience is positive – help problem-solve issues that arise.
 - Periodically solicit volunteer feedback about TCK's volunteer programs
 - Highlight volunteers through social media, newsletter, and other communications.
- Coordinate Guest Services
 - Participate in Community Social Service Networks
 - Attend regular community, regional, and statewide network meetings related to integrating services for vulnerable community members.
 - Brief fellow staff on community initiatives that are relevant to TCK.
 - Provide oversight of Emergency Food Assistance Program database.
 - Monitor functioning of database and liaise with database provider regarding malfunctions, updates, changes, etc.
 - Help organization identify upgrades to database or conduct search for additional or alternative technology.
 - Ensure appropriate staff are trained in database operations and using the database in a consistent manner.
 - Run EFAP reports as needed.

- Provide direct support to guests
 - Update registration forms as needed.
 - Help with guest registration, proofs, and filing when needed.
 - Greet guests and check them into EFAP.
 - Coordinate box deliveries to shut-ins.
 - Provide guests with information and referrals when requested.
 - Participate in and lead on-going conversations, research, and surveys to continually improve the guest experience.
 - Help develop and implement appropriate guest services that support their capacity to meet their basic needs.
- Provide Clerical Support to the Operations Team as Needed
 - Compile impact data and help prepare routine reports.
 - Conduct outreach and information gathering for operations functions.
 - Maintain regular social media engagement announcing events, needs, opportunities, and activities of The Community Kitchen.
 - Respond to visitors, callers, and electronic queries and provide information when possible, otherwise directing queries to the appropriate staff member.
- Any other duties deemed necessary for the general operation and success of The Community Kitchen.

V. Reporting Relationships

The Volunteer and Guest Services Coordinator reports to the Director of Operations. This position does not have supervisory responsibilities.

VI. Requirements (Skills, Education, Experience, Physical, etc.)

- Excellent interpersonal skills with a patient, friendly, professional demeanor.
- Facility with routine office technology, including email, social media, spreadsheets, databases, etc.
- Excellent organizational skills working with databases, physical files, and digital files.
- Flexibility in responding to shifting priorities as identified by organizational leadership.
- At least 1 year experience in volunteer management.

- Relevant higher education or training related to project management, team management, and professional technology and communications platforms is preferred.

Please note, the above job description describes the general nature, tasks, responsibilities, and level of work to be performed; it is not meant to be an all-inclusive list of every responsibility, duty, and skill required for the position.

The Community Kitchen is an equal opportunity employer and considers all applications without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, sexual orientation, or any other legally protected status.